Postal Service Customer Questionaire

Postal Regulatory Commission Submitted 9/8/2011 10:50:47 AM Filing ID: 75505 Filing ID: 75505 739 **Accepted 9/8/2011**

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Please check the appropriate sox to indicate whether you used the VELPEN Post Office for each of the following:

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	tal Services		F	1		100
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	Mailing Letters			V	E	
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	Sending Express Mail		-	177		D
	Buying stamp-collecting materia	I.	8.	Taraba (11.00
iit	her Postal Services		TYES	TONO		
1	Entering permit mailings			T/NO.		
a)	Resetting/using postage meter		YES	STAC.		
Vo	onpostal Services		Fire	THO		
и.:	Picking up government forms (such as tax forms)		YES			
ы	The state of the s		YES	110		
e	Derson	s with disabilities, etc.	YES	EANO		
	If yes, please explain					
	III CARRON CONTRACTOR		□ YES	PMO		
đ	Using public bulletin board					
e	Other		TYES	Carro		
	If yes, please explain					
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If yes, would you continue to use them if the Post Office is discontinued?

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Please add any additional commerts on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



CHIEF/IDS TEHRO

03/10/2011

JAMES WILTBANK

10480 E DIVISION RD VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuence of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

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Postal Service Customer Questionaire Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following: Monthly Never Weekly Daily Postal Services Buying Stamps R Mailing Letters b. Mailing Parcels c Pick up Post Office box mail 13. Pica up general delivery mail æ. Buying money orders t

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	Sending Express Mail		X.1	100	K
	Buying stump-collecting material	157	Til		4
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	Entering permit mailings	TYES	TONO		
Κ.	Resotting/using postage mater		1360.700		
Non	postal Services	□ YES	KNO		
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Do you currently use local businesses in the continuously?

T Yes IN No

If yes, would you continue to use them if the Post Office is discontinued?

812-634-6385

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

rains rains 47590

We currently have a Velpen, IN address but live in Dubois County (Velpen is in Pike County). I'm not sure if the proposed change to the Otwell post office would require us to change our address to be Otwell, IN. If that is the case, we would be AGAINST the proposed change. It causes many problems and confusion for us to have an address of a different county. If we are required to change the city of our address we would only want to do so if we could change it to a Dubois County address. I can imagine that it would be a huge pain to change our address so we would only want to do so if it would help our current situation of confusion of what county we actually live in.

We are very interested in hearing what affect the proposal would have on our address. We cannot attend the public meeting on 3/17 as we will be at work at that time.

Thank you,

Jeff and Abby Giesler 1433 S. 800 W. Velpen, IN 47590



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03/10/2011

JEFF GIESLER

1433 S 800 W VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

 You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

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Postal Service Customer Questionaire

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Customer Questionaire

TBING.

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Do you currently use lucal businesses in the community?

YES X No

if yes, would you continue to use them if the Post Office is discontinued?

Ves. 14

Junuary Beier

Address 9630 ECO Rd 2005

Talephone: 1030-11010

Date March 52011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnairs.



CHITZHOO

03/10/2011

JENNIFER BEIER

9630 E CO RD 200 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

Postal Service Customer Questionaire

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Do you currently use local businesses in the community?

If yes, would you continue to use them if the Post Office is discontinued?

P.O. Box 3 Address:

2-28-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to

Our PostOffice 15 ALL this Small fown has. It will be a hardship for the elderly and a big inconvence for the elderly and a big inconvence for the community to be required for travel for all our postal needs to onother town.





03/10/2011

LANA FIETH

PO BOX 3 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Longela Bush

Manager, Post Office Operations

3939 Vincennes Road

20022100 20022100

47590°

Postal Service Customer Questionaire

9 b. c. d. e. f.	al Services Buying Stamps	Daily			
b. d. e. T.	50 cf (c . 5 - 5 - 5) (c . 5 - 5 - 5)		Π.	1/	
d. e. I.		1	0	Г	
d. e. I.	Mailing Letters	10	П	V	1
e: T	Milling Parcels	E		1	V
1,	Pick up Post Office box Half	E3	T	Г	
	Pick up general delivery mail	ETC S	-	-	-
	Buying money orders				100
98	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation.	T.		E	-
h.	Sending Express Mail			1	-
1	Buying stamp-collecting material	1	100		1
Oth	er Postal Services				
1	Entenny permit mallings	T-YES	NO.		
10.	Resettinglusing postage meter	VE5	INO		
	npostal Services		-/		
36	Picturus up government forms	YES	INO		
	(such as tax forms) Lising for action but stop	FYES	I NO		
b.	Assisting senior citizes, persons with disablines, ecf.	TYES	PNO		
10.	If you, please explain:	W	120 0000		
	If year, please explains.				_
d	Using public hullettin board	TYES	TNO		
	Other	IT YES	TAO		
82.	If yes, please explain:				_
			ne aboutein	n or for pr	esonal.
Di	you pass another Post Office during business hours while traveling to	OL MODE AND A	or snoppin		
(m	eds?	FYES	Pine		
	If yes, please explain:	WE.	Elsly		
	II Nest biesne extreme		1		

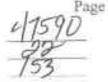
Page 2 o

Do you currently use local businesses in the community?

YesT No

If yes, would you continue to use them if the Post Office is discontinued?

T Yes T No



awrence G Stafford Address 9009 E. CO. Rt. 700 S. VelPEN 3N 47590 12-536-2017

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



PERMIT IC.



03/10/2011

LAWRENCE STAFFORD

9009 E CO RD, 700 S VELPEN, IN 47590

Dear Fostal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feet free to contact Judy Bays at (317) 870-8594.

Sincerely.

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

Clistino,

47590 Page 1 of

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	Э	r		

	Postal Service Customer Questiona	ire	=147		-
	e check the appropriate box to indicate whether you used the VELPEN	Post Office I	ler each of th	ie followini	100
Pleat	te check the attrictions and	Daily	Weekly	Monthly	Never
Post	a) Services	D	17	THE	1
n.	Buyyung Stumps	Г	1	T	Г
ъ.	Making Latters	1		U	F
G.	Mailing Parcels	la i	-	-	V
d	Pick up Post Office box mail	-	OFFE:	17	1V
0	Pick up general delivery mail	15	200	-	IV
t	a commendat	1	Tiles	-	100
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	F .	0	-	52
b)	Sending Express Mall		E	-	152
- 6	Buying stamp-collecting material	100	1,47	0.5	
	her Postal Services	FYES	IVNO		
8.	Entering permit makings	□ YES	T/NO		
2.	Resetting/using postage meter	1, 159	100		
No	onpostal Services	TYES	IP/No		
100	Picking up government forms (butch as fax forms)				
b		T YES	₩ NO		
-	persons with disabilities, ect.	☐ YES	₩ NO		
1	If yes, pirace explain				
d	Using public bulletin board	TYES	44.0		
- 1		[YES	10 Min	111	
	If yes, please explain:				
2 /	Do you pass another Post Office during business hours while traveling to needs? If you please another Post Office during business hours while traveling to the plant of the p	V YES	I NO	the	
3.	If you previously received carrier delivery, there will be no change to you previously received Post Office box service or general delivery ser carrier route delivery service compares to your previous service?	our delivery s vice, comple		posed to quan. How do	you thir
	F Bertler F Just as Good If yes, please explain:	1. 0.0.		_	
4.	For which of the following do you leave your community? (Check all the services?	at apply.) Wh	nere do you	go to obtai	n thesir
	Personal needs Table				
	12 Banking Quille				

Employement Social needs Do you currently use local businesses in the community? Yes V No

If yes, would you continue to use them if the Post Office is discontinued? Yes Ti No

Name:	
Address	
Telephone	
Date	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to

2/26-96n=1385797



03/10/2011

LEE GRESS

167 N 800 W VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken,

 You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others,

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A Tangela Bush

Manager, Post Office Operations 3939 Viricennes Road

CANTRO

47590 438

Postal Service Customer Questionaire

Weekly I NO INO INO INO INO	REDUTATIONS
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ork, or shopp	ling, or for personal
-/-	
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mervice — pr	ropeed to question
Opinion	1 Avorse
	ES IVN

Do you currently use local businesses in the community?

T Yes No

If yes, would you continue to use them if the Post Office is discontinued?

9423 E. Maple St.

354-2849

Please and any additional comments on a separate pleas of paper and attach & to this form. Thank you for taking the time to complete this questionnains



pooker NO.



03/10/2011

LINDA JONES

PO BOX 41 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

			Postal Service C	Justomer Questiona	ire			-
			Públis des view s	30.47/14/16/2002-19-				
8			shack the appropriate box to indicate whether	r you used the VELPEN	Post Office I	or each of the	ne following	Ĕ
0.1	E	Mase	sheck the appropriate box to ourself the	- I we can be sufficient to the suffine sufficient to the sufficient to the sufficient to the sufficie		Weekly	Monthly	Never
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6)	1	. 1	saying Stamps		1	15	Г	17
	- 8	0	Auting Letters		-	15		7
	- 0	4	dailing Parcels		d.	173	-	П
		d.	Pick up Post Office box mail		T.	-	I	-
		0.	Pick up general delivery mail		***	per.	_	17-
		t	Buying money orders			22	-	-
		g	Optaining special services, Including Certified Insured Mail, Delivery Confirmation, or Signa	Mall, Registered Mas. ture Confirmation	1		15	
				AND ADDRESS OF THE PARTY.	F	177	50	
		b,	Sending Express Mail			1	1	
		Å.	Buying stamp collecting material					
			r Postal Services Entering permit mellings		FYES	I NO		
		- 11	Resetting/using postage meter		TYES	I NO		
		2	postal Services					
			Picking up government forms		TYES	TNO		
			(such as fax forms)		□ YES	I NO		
		b.	Using for school trus stop	inius eid.	TYES	E NO		
		0	Assisting senior offices, persons with disabi					_
			if yes, please explain					_
		90	Using public bulletin board		YES	T" NO		
		a.	Other		YES	TINO		
		=	If yes, please explain.					
			you pass another Post Office during busines	to an ution transfirm to	or from wor	k, or shoppi	ng, ar for pe	rsonat
	2	De	you pass another Post Office during busines ads?	5 Hours writed to ak in way		-	3 3	
		710	nus r		YES	W NO	2	
			if yes, pinnes explain:					
			M 15 m (Marcon 195-197)					
			you previously received carrier delivery, there	will be no change to yo	or delivery se	ervine - pro	ceed to qui	estion /
	33		you previously received carrier delivery, there ou previously received Post Office box service or previously received Post Office box service	or general delivery serv	nce, complet	e trus secuo	II. FIOW GO	
	120	ě	WHIGH LDOUG DERIVERA SELVICE TO THE PARTY OF	67.7	□ No Op			Worse
			□ Better □ Just	as Good	F.11.100E-300E	WITEHIS.		1000
			If yes, please explain					
			or which of the following do you leave your co	etimunity? (Check all the	a opply) Wh	ere do you s	nistrito of op	triese
	14	: 1	or which of the following do you ware your environ?					
			and the second s					
			Personal needs					_
			/					_
			Banking					

5.	De you currently	use local	businesses	in the	community	
----	------------------	-----------	------------	--------	-----------	--

T Yes W No

If yes, would you continue to use their if the Post Office is discontinued?

Yes No

Address:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/10/2011

MARGIE FALLS

7298 E CO RD 700 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594

Sincerely,

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

, XC	Postal Service Customer Questiona	ire			169
W	e check the appropriate box to indicate whether you used the VELPEN	Post Office f	or each of th	se following	g.
Please	check the appropriate box to indicate whether you used the volume		12.00	Monthly	Never /
	Services	Dany	Weakly	Medicald	Ti-
	Buying Stamps	1	7	-	1
	Mailing Letters	1	100	EL.	TV.
	Multing Parcels	Tar I	100	aled 1	1
1.4	Pick up Post Office box mail	r-	5.1	1	mf.
d.		1			100
4	Fick up general delivery mail	T		- 5	1
9	Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	E	Ti.		100
2000	Sending Express Mail				10/
: No		(i)	1.3	4	422
L	Buying stamp-collecting material	-25	1		
	er Postal Services Entenny permit mallings	YES	TENC		
a		YES:	PNO		
0.	Resetting/using postage meter		1		
No	ripostat Services Picking up government forms	TYES	PNO		
8	(such as tax forms)	T YES	PNO		
6	Using for school bus alop	TVES	TENO		
5	Assisting senior citizen, persons with deablines, ed.	100			
	it yes, pleane explain:				
	and the second second second second	FYES	TENO	-	
d	Using public bulletin board	T YES	EAGO.		
8		100000			
	If yes, please explain:			no for t	servous)
	to you pass writing Post Office during business hours while traveling t	p or from wo	ck, or shopp	ing, or our	
1	eeds?	TENE	s TN	0	
		1 1			
	If yes, plause explain Trailand Post office	more	C01	vVIEI	17
	If you previously received corner delivery, there will be no change to y			oceed to q	uestion 4. s you think
3.	carrier route devely service	I No O		1	Worse
	☐ Hefter ☐ Just as Good	Mon a	0		
	ff yes, please explain:				
4.	For which of the following do you leave your community? (Check all it services?	nat apply) W	tiere da you	ga to obti	in three
				_	_
	Personal rweds				
	Banking				
	Employsment				
	Social needs				

Do you currently use local businesses in the community?

T Yes To No

If yes, would you continue to use them if the Post Office is discontinued?

T Yes T No

7 W. 300N. Velpen, IN 47590 Address 482-7577 Date

Please add any additional constraints on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





03/10/2011

MARK SCHMITT

8977 W 300 N VELPEN, IN 47590

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments. along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuence of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

, Tangela Bush

Manager, Post Office Operations 3939 Vincennes Road

495 90 Page 1 of

Postal Service Customer Questionaire

		ck the appropriate box to indicate whether you used the VELPEN	Daily	Weekly	Monthly	Nover
osta	(Sur	nylicits .	-	1		1
+ 1	Duyk	ng Stamps	1	(5)	Г	1
b: 1	Maile	ng Letters	E			10
0	Mail	ing Percels	-	171	-	TE
d.	Pick	up Post Office box mail	E	1	E	TEN
é	Pick	up general delivery mail	-	П		10
t	Buy	ing money orders			pie :	150
D.		aning special services, including Certified Mail, Registered Mail, aining special services, including Certified Mail, Registered Mail, and Mail, Delivery Confirmation, or Signature Confirmation		ri D	-	pt.
ho		nding Express Mati			т	1
1		ying stamp-collecting mutarial	1			
Oth		ostal Services	T VES	TV NO		
a.	Ent	tering permit mailings	Tyes	IV NO		
8		setting/using postage metel	THE WHISE	415763		
Not	npos	tai Services	T YES	10/NO		
*	Pic	dong up government forms uch as tax forms)		TV NO		
b.		sing for achoel bus atop	YES	I√NO		
-	Ai	spining senior citizes, persons with disabilities, ed.	T YES	12,340		
		yes, please explain:				
			T.YES	IVNO		
d.	U	public bulletin board	TYES			
-						
(0.1		other				
	1	wes please sxolain	o or from wo	ck, ur shoppi	ng, or fat p	ersonal
Ď	eeds'	t yes, please explain: u pass another Post Office during business hours while traveling t	Whe	n Juspe Himai	r shed	wing:
De	if you	If yes, please explain: If yes, please explain: USUALLY BUY STAMPS AT JASKET Post Office Post Office Drops Box That I am in the Upreviously received carrier delivery, there will be no diverge to your previous yes received companies to your previous service? Batter: Uses as Good	Whe Whe drops VICINIT	s I No.	er sluj latth	eneare
De	if you	If yes, please explain: If yes, please explain: USually Buy Stamps at Jasper Post Office Post Office Drop Box that I am in the Upreviously received carrier delivery, there will be no change to your previously received Post Office box service or general delivery set troute delivery services to your previous service?	When who will be droped to the control of the complete to the	s I No.	er sluj latth	enears enears uestion 4. Il you think
Din	if you you't carrie	If yes, please explain: If yes, please explain: USUALLY BUY SMMPS AT JASKET POST OFFICE Post Office Direct Box that I am in the Upreviously received carrier delivery, there will be no change to your previously received Post Office box service or general delivery service in route delivery service companies to your previous service? If yes, please explain: Which of the following do you leave your community? (Check all the scess? Shopping Jasper	When when your delivery :	S INC.	er shop latth bosed to que in How do	e nears uestion 4. Il you think Worse
Din	if you you to carrie	If yes, please explain: If yes, please explain:	When who was a complete to the	S INC.	er shop latth bosed to que in How do	e nears uestion 4. Il you think Worse

Do you ourrenily use local businesses in the community?

T Yes IV No

If yes, would you opntinue to use them if the Post Office is discontinued?

751 S. State Road 257, Velpen, IN 47590-8811

Telephone: 8/2-354-2462

Date:

Please add any additional comments on a separate piece of paper and altach it to this form. Thank you for taking the time to complete this questionnaire.

CHET NO.





03/10/2011

MARK SCHMITT

1751 S STATE ROAD 257 VELPEN, IN 47590

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office, Your comments, Dear Postal Service Customer: along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Tangela Bush Manager, Post Office Operations

3939 Vincennes Road Indianapolis, IN, 46298-9998

Postal Service Customer Questionaire

Please theck the appropriate box to indicate whether you used the VELPEN Post Office for each of the following

	e check the appropriate box to indicate whether you used the VELPEN	Daily	Weekly	Monthly	Never
Post	d Services	1	T.	E	17
	Buying Stamps	1-	1	TEL 1	T
	Mailing Litters	F	1	f0/0	1
	Mailing Percels	1	-	150	T
1	Fick up Post Office box real	=	+	C .	1
	Pick up general delivery med		100	F.	+
c.	Buying money orders		-	-	1
ij.	Obtaining special services, including Certified Mail, Registered Mail, Inquired Mail, Defectly Confirmation, or Signature Confirmation	im Res	100	-	1
h.	Signating Express Mail	-	-	-	1
į.	Buying stamp-collecting material	17	115		1.6
	or Postal Services	TYES	IT NO		
	Entering pircmit mailings		IT NO		
ė	Resetting/using postage meter	YES	. Cars		
No	ppostal Services	□ YES	IT NO		
ir.	Picking up government forms (such as too forms)		1		
36	Using for school bus stop	TYES	PACI		
ě.	Assisting senior critizes, persons with disabilities, ect.	YES	II NO		
8	If yes, please explain				
	- And America Colonian	T-YES	TNO		
d	Using public bulletin board	TYES	7.3		
ge.	Other	TITES			
	If yes, please explain				
0	is you pass shutter Post Office during business hours while traveling to eads?	XAE	E T NO		
	West please explain Technol IV Inc	4 hours	Post O	Lice	.tvu.S.t.
le.	are mail delivery from V	elpen	on	14.	
	If you previously received namer delivery, there will be no change to yo	ur delivery s	ervice — pri le this sectio	ceed to qu n. How do	estion 4. If you think
	you previously received? one compares to your previous service?			1	
	If you previously received names debug service or general delivery service proviously received Post Office box service or general delivery service? Carrier rotate desvery service compares to your previous service? Thether Just as Good If you, please explain.	∏ No Op		1	Worse

or v	tuch of the following tile you leave your community? (Check all that apply.) Where do you go to obtain the
Of v	with at the following tip you reave your committee or
and the	10.7
7	Shorping
1	Personal needs
М.,	Banking
IT	Darining .
7	Employement

Do you currently use local businesses in the community?

If yes, would you continue to use them if the Poul Office is discontinued?

Yes No

2-482-1535

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire



03/10/2011

MARGARET BRESCHER

2065 N 900 W VELPEN, IN 47590

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

, Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

Postal Service Customer Questionaire



Please check the appropriate box to indicate whether you used the VELPEN Poul Office for each of the following:

		k the appropriate box to indicate whether you used the VELPEN	Daily	Weekly	Monthly	Never
peti	d Serv		D.	P		100
		3 Stumpt	100	171	150	12
		g Letters	D		27	1
		g Parcelle	io	T-1	L	
		p Post Office hox mail	8	T	1	
٠.	Pick	ip general delivery mail	Tr.	10	F-	17
	Buyir	ig money orders		0	1	1
1	Obta	ig money orders ining special services, including Certified Mail, Registered Mail, ad Mail, Delivery Confirmation, or Signature Confirmation		n	B	n
h.		fing Express Mail	Tr.	G	W.	17
60	Buyi	ng stamp-collecting material	5.77		17.750	
		stal Services	TYES	TINO		
11.	Erte	ring permit malings	FIYES	I"NO		
100	Ren	ettinghuing postage meter	TOTES	11.114540.		
	angst	al Services	TYES	FIND		
	Pick	ung up government forms ch as tax forms)		ΓNO		
ь	1/60	ng for school bus stup	TYES			
	Am	sisting servior citizes, persons with disabilities, ect.	TYES	ENO		
0.		es, piesse explain	-			
			楓yES	BNÖ		
d	Ue	ing public trolletin tioard	TYES	TINO	213	
	00	her	1 11 234			
	if	yes, please explain:	-			
		pass another Post Office during business hours while traveling t	o or from wor	k_ or shoppi	rig, or for p	ersona
3	la you seeds?	pass another Post Out a during vo	Trace	藤 NG	26	
	Mark A. P.		LIVES	S. CHARLES		
	ii	yes, please explain:				
	- 17	post deive				
	if you produced to the contract of the contrac	previously received carrier delivery, there will be no change to yo eviously received Post Office box service or general delivery ser route delivery service compares to your previous service?	our delivery s rvice, comple			
	if you produced to the contract of the contrac	previously received carrier delivery, there will be no change to a minously received Post Office box service or general delivery service compares to your previous service? Delivery service compares to your previous service?				
	carrier	r route delivery service compares to your previous service?				uestion you thi Worse
	carrier you pi	route delivery service compares to your previous service? Hetter	∏ No Op	streon	Г	Worse
	carrier you pi	rouse delivery service compares to your previous service? Thetter Livist as Good If yes, please explain Nich of the following do you leave your community? (Check all the	∏ No Op	streon	Г	Worse
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	you processing for we service	Thetter In Just as Good If yes, please explain Thick of the following do you leave your community? (Check all thes?)	∏ No Op	streon	Г	Worse
	For w	rouse delivery service compares to your previous service? Filetter Tityes, please explain: Nich of the following do you leave your community? (Check all these?) Shopping	∏ No Op	streon	Г	Worse
	For w	rouse delivery service compares to your previous service? Filester Figure appliant Hyes, please explaint Hich of the following do you leave your community? (Check all most? Shopping Personal needs	∏ No Op	streon	Г	Worse

Do you currently use local businesses in the community?

LERMO STATE 41540

Name: Mary ANN Winchell
Address: 4713 5 380 54. P.O BOX / 1

Telephone: 812-789-9524

Date: 2-28-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to

The Velpen Community depends ALot on
the Post Office here. It is very
Convent for the elderly. A Lot of
older people don't drive. Closing of
our Postal Server in Velpen would
put a lot hardships on this Small
town. We need our PostOffice
its the only thing Velpen has
for the town people



TENNO.



03/10/2011

MARY ANN WINCHELL

4713 S 3RD ST VELPEN, IN 47590

Dear Postal Service Customer.

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

 You expressed a concern about senior citizens. Carner service is beneficial to many senior citizens and those who face special challenges because the camer can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmuster for more information.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road



4159D Page 1 of

Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

	d Services	Daliy	Weekly	Monthly	Neve
	Buying Stamps	13		Ψ.	-
	Mailing Letters	A.	100	_/	1
: H	Mailing Parcels	[]	101	100	1
	Prick up Post Office box mail	T	V. 1	17	10
	Pick up germral delivery mall	Γ.	77	~	
	Buying money orders	-	17.	T	ţ.
	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			T/	
	Sending Express Mall		57	12/	
	Buying stamp-collecting material		Table 1	T.	E
othic	or Postal Services	Total Control	TU/NO		
97	Entering primit mailings	Tyes			
1.	Resetting/using postage meter	FYES	TANO		
Non	postal Services	200	12000		
L.	Picking up government forms (such as law forms)	TVES.	FNO		
5.	Using for school bus step	YES	E/NO		
	Assisting service citizes, persons with disabilities, ect.	YES	EMO		
	If yes, please explain:				
ď	Using public bulletin board	☐ YES	TZNO		
6	Other	T YES	TUNO		
560	If yes, please explain				
Do	you pass another Post Office during business hours while travelling to da?				nona)
He e	you pass another Post Office during business hours while traveling to ida? If yes, please explain: C-LWUL Post Office, Person Continues William Post Office, Described to William Post Office, J. Published to William Post Office, J. Published to William Post Office box service or general delivery service route delivery service compares to your previous service?	tusta Lista aspēr aujin	PUS PUS LICE - proor this section	SI 0f1	TCC
nee.	Types, please explain. C-LWUL Post Office, Pe Semethiles Wills Wills Post office, Pe Passing to and from our en	HUSPA A Sper AUJIN delivery ser ce, complete	PUS PUS LICE - proor this section	ST DA T OFT eed to que How do yo	TCC
II) yo ca	If yes, please explain. Own Post Office, Personness of the post of the personness of the post of the personness of the	HUSPA A Sper AUJIN delivery ser ce, complete	PUS LICE - proor this section	SI DA 1 OF1 eed to quar How do yo	TCC TCC stion 4. ou think
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111115 11115 47590

Do you currently use local businesses in the community?

T Yes W No

If yes, would you continue to use them if the Post Office is discontinued?

Yes No

Name	Mejanie Haron Clark			THE WANTED	T. et a
Address:	Melanie Haron Charle 4509 South State Ri	old 257	Velpen	Indiana	475%
Talaphon	one: 812-354-2672				
Date;	2-28-11				_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





MELANIE & AARON CLARK

4509 SOUTH STATE ROAD 257 **VELPEN, IN 47590**

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely:

301 Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

, J

Postal Service Customer Questionaire

HORSE IN

41590

Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following Monthly Never Daily Weakly Postni Services X Buying Stamps × Mailing Letters ħ. K Mailing Parcels Ċ. × Fick up Post Office box mult d. ĸ Pick up general delivery mail Ē. 钇 Buying money orders Obtaining special services, including Certified Mail, Registered Mail, × 生 Impred Mail, Delivery Confirmation, or Signature Confirmation 风 Sending Express Mail ħ. X Buying stamp-collecting material Other Postal Services -YES X NO Entering parmit mailings F NO X YES Resetting/uning postage meter Nonpostal Services Picking up government forms NO. K YES ä. (such as tax turms) KNO - YES Uning for school bus slop X NO Assisting servor citizes, persons with disabilities, ect YES If yes, plause explain: NO XYES Using public bulletin board d. X NO YES Other If yes, please explain; On you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal meds? X NO YES If yes, phrase explain: If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you trank 11. cerner route delivery service compares to your previous service? VVorse No Opinion Just as Good Better if yes, please explain. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? Shooping Personal needs X Basiking × Employement Social needs

Do you currently use local businesses in the community?



If yes, would you continue to use them if the Post Office is discontinued?

NOT SURE

Name: Mr. 5 Mm. Tim W. Hardin 9304 E County Road 725 S Velpen, IN 47590-8951 Address:

Telephone

Date

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.







MR. & MRS. TIM HARDIN

9304 E COUNTY ROAD 725 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discentinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date, if you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594

Sincerety.

Tangela Bush

Manager, Post Office Operations 3939 Vincennes Road



human	Page 1	01
4590		
de		

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

	H Services	Daily	Weekly	Monthly	Neve
1.	Buying Stamps	묫		1.5	10
1	Mailing Letters	100	0.00	Live	-
0.	Mailing Parcels		1		12
d.	Pick up Pent Office box mall	17	10	1	1
	Pick up general delivery mail	1	177		杉
	Buying money orders	17			TC
2	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	F1			P
ts:	Sending Express Mail		173	1	1.
(i :	Buying stamp-collecting material	1	G	7	F
	er Postal Services		77.5947		
a	Entering permit mailings	TYES	1P.NO		
a	Resetting/instrig postage melor	YES	FINO		
Mon	postal Services		COMMON CO.		
ä.	Picking up government forms (such as tax forms)	YES	IP NO		
b.	Using for school bus stap	YES	IV.NO		
0	Assisting senior offices, persons with disabilities, ect.	YES	ENO		
	If yes, please explain:	_			
ń.	Using public bulletin board	IT YES	T NO		
0.	Omer	T YES	FNO		
	If yes, please explain.				
nee	you pass another Post Office during business hours while traveling to o eds?		PNO		
	If yea, please explain				
	If yea, please explain	TYES	P NO		
if y	you previously received carrier delivery, there will be no charge to your	delivery ser	vice — proce	ed to ques	tion 4.
a bisma	u previously received Post Office box service or general delivery service mer route delivery service compares to your previous service?	e, compone			
A Selection of	o previously received Post Office box service or general delivery service compares to your previous service? Butter	delivery ser e, complete No Opin		eed to ques How do yo	
A Selection of	u previously received Post Office box service or general delivery survious riter route delivery service compares to your previous service?	e, compone			
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you can For seri	if yes, please explain: which of the following do you leave your community? (Check all that a rivices? Shapping Paragraph (2) 74 starting the personal needs Paragraph (2) 74 starting the personal needs Paragraph (2) 74 starting the property of the personal needs Paragraph (2) 74 starting the personal needs Paragraph (3) 74 starting the property of the personal needs Paragraph (3) 74 starting the personal needs Post Office box services or general observed to personal needs Post Office box services or general observed to personal needs Post Office box services or general observed to personal needs Post Office box services or general observed to personal needs Post Office box services or general observed to personal needs (4) starting to personal needs (4) s	Nio Opin	on	Гw	orse

5. Do you currently use local bunitiesses in the community?

T YEST NO WE are a small Community

If yes, would you continue to use them if the Post Office is discontinued?

Yes No.

Name: Smaglice 2. Stefferd

Address 9027 EC. 21, 700 S

Telephone: (8/2) 789-6211 (Cell)

Date: 2 - 28-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Whis Commencing is not up the Wholy People

it Would be thard for us, to move postoffine







MS. STAFFORD

9027 E COUNTY ROAD 700 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnairs concerning the proposed discontinuance of the VELPEN Post Office, Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter.

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to
make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To
request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

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47590 101

Postal Service Customer Questionaire

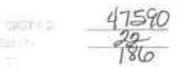
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ng pastage meter	TYES	XNO		
es	Carrier Control	×		
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ool bus stop	TYES	KNO		
sor offices, persons with disabilities, ect.	IT YES	KNO		
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bulletin board	TYES	XNO.		
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Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the Post Office is discontinued?

T Yes! No



Name (Jean Gans + Brock Serm	or shair	
	598 South State Rd. 257		47590
Telephone.	812-354-3061		
Date	2-28-11		

Please add any additional comments on a suparate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



XXXIIIINO TEMPO



03/10/2011

OPAL GANN & BROCK SERMERSHEIM

598 SOUTH STATE RD 257 VELPEN, IN 47590

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feet free to contact Judy Bays at (317) 870-8594.

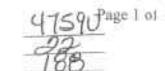
Sincerely.

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road





1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

٠.	tal Services	Daily	Weekly	Monthly	ħ
	Buying Starres	150	15	V	
4	Making Letters	1	3	V	
	Mailing Parcels	E	9	17	
1.	Pick up Post Office box mail	50	53.		
	Pick up general delivery mail.	1		Ε,	
	Buying money orders	1	F3	12	
2	Obtaining special services, including Certified Mail, Regulered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	1		12	
١.	Sending Express Mail		€1.	Γ,	
U	Buying stamp-collecting material	179	E-	~	
Oth	or Postal Services	VACATION	/		
¥,	Entering permit mailings.	T YES	Sie		
4	Resetting/using postage meter	YES	NO		
Nor	npostal Services	/			
a	Picking up government forms (such as tax forms)	IN YES	LNO		
b; 1	Using the school bus stop	Tyes	NO		
c:	Assisting senior citizes, persons with disabilities, ect.	TVYES	I. NO		
	ff yes, please explain:	-			
		1	-/	_	
d.	Using public bulletin board	W YES	I MNO		
	Other	YES	NO		
	if yes, please explain				_
	you pass unother Post Office during business hours while travelling to a ada?	r trom work. THES	or shopping	, or for pers	ıηη
	flyes, please explain:				
	II. EXELECTION AND AND AND AND AND AND AND AND AND AN				
White	rou previously received carrier delivery, there will be no change to your outpreviously received Post Office box service or general delivery service nier route delivery service compares to your previous service? Better Wassing Soud	delivery serv , complete to No Opinio	his section.	ed to questi How do you	ETM
With	rou previously received carrier delivery, there will be no change to your o a previously received Post Office box service or general delivery service rier route delivery service compares to your previous service?	complete to	his section.	Haw do you	ETM
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000000000 0000000 47590 47590

So you currently she local businesses in the community?

IT Yes IV. No

If yes, would you sortinue to use them if the Post Office is discontinued?

Yes V No

Name Chil of Shirley Bush

Address 575 State Rd. 257 Velgen, IN

Telephone 8/2-3-54-2833

Date 2/58/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.







PHIL & SHIRLEY BUSH

57 S STATE RD 257, VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

(43°, Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road





Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

Insured Mail, Detvery Cit. Sending Express Mail Buying stamp-collecting Other Postal Services Entering permit mailings Fessiling/using postage Nonpostal Services Psching up government	mail es, including Certified Mail, Registered Mail, onfirmation, or Signature Confirmation material	D T D T D T T T T T T T T T T T T T T T	CCCCCCCC 50		N N N N N N N N N N N N N N N N N N N
Milling Parcels Pick up Post Office beach Buying money orders Obtaining special service Insured Mail, Detvery Color. Sending Express Mail Buying stamp-collecting Other Postal Services Entering permit mailings Fessetting/using postage Nonpostal Services Picking up government	mail es, including Certified Mail, Registered Mail, onfirmation, or Signature Confirmation material	E E E E E E E E E E E E E E E E E E E	N NO		K K C C C C
Pick up Post Office box in Pick up general delivery Buying money orders Districted Mail, Delivery Commercial Express Mail Duying stamp-collecting Other Postal Services Entering permit mailings Fasetting/using postage Nonpostal Services	mail es, including Certified Mail, Registered Mail, onfirmation, or Signature Confirmation material	F F F Tyes	E E E E	פרחרתני	以 以 以 下 以
Buying money orders Obtaining special service Insured Mail, Detvery Co. Sending Express Mail Buying stamp-collecting Other Postal Services Entering permit mailings Fraselling/using postage Nonpostal Services Picting up government	mail es, including Certified Mail, Registered Mail, onfirmation, or Signature Confirmation material	Г Г Г Г Yes	E E E E	רחרחיו	L D
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Obtaining special service Insured Mail, Detvery Communication Buying stamp-collecting Other Postal Services Entering permit mailings Fessilling/using postage Nonpostal Services Picking up government	onfirmation, or Signature Confirmation	П П П	D D D D D D D D D D D D D D D D D D D	ררר	K
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Duying stamp-collecting Other Postal Services Entering permit mailings Fasselling/using postage Nonpostal Services Picking up government		□ □ YES		Г	0.00
Other Postal Services Entering permit mailings Fessilling/using postage Nonpostal Services Picking up government		□YES		Г	DC.
Entering permit mailings Fasetting/using postage Vonpostal Services Proxing up government to					
Flesetting/using postage Vonpostat Services Proking up government t					
lonpostal Services Psitting up government t	rneter	FYES	1905		
Psoking up government t			IX NO		
(sum) as tax (orms)	forms.	I" YES	DK NO		
Lising for school bus sto	40	T VES	DENO		
	persons with disabilities, ect.	TYES	6₹NO		
If yes, please explain	ETWENTED WITHOUT THE LITERS	111.5-11.5-6.1	10010701		
f. Using public bulletin box	erd.	TYES	Iζνο		
Other		TYES	5KNO		
If yes, please explain:					
reeds? If yes, please explain:		XYES	Гио		

i. Do you currently use local businesses in the community?

ZGKSTHO. NEWNO

Delpen Ja 47590

47590 192

☐ Yes
☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No.

NAME ROBERT L. KING Address 8804 E ST. Rd. 64

Telephone: 812 - 536 - 2570

Date: 5-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you fix taking the time to complete this questionnaire.

Since we live on 57. Rd. 64 we have not visited the

CONTENT NO





03/10/2011

ROBERT KING

B804 E ST RD 64 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

ندی Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

SOCKET NO. MEM NO.

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2	9	
_19	4	

				-	-11
	Please check the appropriate box to indicate whether you used the VELPE	N Post Office	s for each of	the follower	911
240	Postal Services	Daily	Weekly	Monthly	Never
(A)	a. Buying Stamps	J.	F	E	15
	b: Mailing Letters	J			1
	c. Mailing Parcels	E	1		F
	d. Pick up Post Office box mail	1	[7]		Γ
	e. Pick up general delivery mail	C	177		P
	Buying money orders	1	m	2	1-
	 Gotaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation 	C		17	F
	h. Sendrig Express Mall		171	177	T
	6 Buying stamp-collecting material Other Postal Services	F	C)	17	T.
	s. Entering permit matthigs.	TYES	FNO		
		TYES	FNO		
	Nonpostal Services	11.7.15.668	1. 1490		
	Ficking up/government forms (such as fact forms)	TYES	FNO		
	b Using for echool bus stop	LYES	FNO		
	Adsisting senior citizes, persons with disubilities, ect.	LYES	PNO		
	(II) yes, pësase explain				
1	d. Using public sulletin board	F YES	E-NO		
1	* Other	FIYES	Dino		
1	Free please explain				
	Bo you pass another Post Office during business hours while traveling to	or from work.	or shopping	, or for para	faron
	/ Reeds?	TYES			
	If yex, piesse explain:	11.17.5492	9		
	II yez, pesse expesii.				
	If you previously received carrier delivery, there will be no change to your	delivery serv	rice — proce	ed to questi	on 4. If
	 you previously received Post Office box service or general delivery service carrier route delivery service compares to your previous service? 	e, complete t	his section.		
	☐ Settler ☐ Just as Good	Nn Opinio	ori	T Wo	rse
	If yes, please explain:				
	4. For which of the following do you leave your community? (Check all that a services?	pply.) Where	do ynu go ti	o obtain the	se:
	Shopping				
	Personal needs				
	Bunking				
	Employement				
	F Social Needs				
	DOGS NEEDS				



Do you currently use local businesses in the community?

Yes! No

If yes, would you continue to use them if the Post Office is discontinued?

Yes No

Address:

Telephone

2-201

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to

TEEP OFFICE OPEN

THE TOP + MAKE

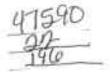
STATT AT HIS TOUTH. THAT

STATT AT HIS TOP + MAKE

PAY CUTS. I



CTNO.



03/10/2011

SAM BEADLES

PO BOX 14 VELPEN, IN 47590

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

998

Do you currently use local businesses in the community?

T Yes No

If yes, would you continue to use them if the Post Office is discontinued?

T Yes 7 No

Name: Stanley J. + Wilma WEHR

Audress 7951 W 50 S, Velpen IN 47590

Telephore 812-482-4431

Date: 2-26-2011

Please add any additional customents on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

My only concern is if our MAIL comes from Otuell,
will we have to Change our AUDRESS? WE ACTUALLY
will we have to Change our AUDRESS? WE ACTUALLY
Live in the Dubois Co, but our adolorss if Velpen
Live in the Dubois Co, but our adolorss if Velpen
Why Does it the Jaspen Post OFFICE Service
Why Does it the Dubois Co. Lesidents.?
The Mail for the Dubois Co. Lesidents.?





STANLEY & WILMA WEHR

7851 W 50 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

CORTEXA

41591 200

Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following: Monthly Never Dally Weakly Postal Services Buying Stamps m. Mailing Letters Mailing Parcels E Pick up Post Office box mail et. Pick up general delivery mail e. Buying money orders Ľ. Obtaining special services, including Certified Mail, Registered Mail, ġ. Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mall ħ. Buying stamp-collecting material ш Other Fostal Services YES Entering permit mailings YE5 Resetting/using postage meter Nonpostal Services Picking up government forms T YES (much as tax forms) YES Lising for school bus stop b YES Assisting senior citizes, persons with disabilities, ect. If yes, please explain: XNID T YES Using public bulletin board tř. XNO YES Other If yes, please explain: Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal FINO If yes, please explain: If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think 3. camer route delivery service compares to your previous service? No Opinion Worse Just as Good Detter If yes, please explain For which of the following do you leave your community? (Check oil that apply.) Where do you go to obtain these services? Shopping Personal needs Banking Employement

Social needs

Stionane	47591)
Do you currently use local businesses in the community? Yes No	361
If yes, would you continue to use them if the Post Office is discontinued?	001
□ Yes □ No	
Name Jam Stefanarege	
Address: 6869 S SR 257, Velpe	
Telephone: 12 (XIS) 536-3572	
Date: 3 4 3021	
A 1 1 1 A 2 2 2	

Picase add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

WhitePages

Or search:

- State Road 257 in Velpen, IN |
- Statewide

Tom C Stefanavage Is this you? Edit

н 6869 S State Road 257 Velpen, IN 47590-8981

(812) 536-2572

Age: 65+

Know me? Ask me to update my listing 🔯

Add to Hiya Contacts >>
Print Mailing Labels >>
Print Mailing Labels >>



Listing date: Dec. 2010

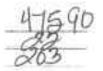
Name popularity and name meaning for first name Tom and last name Stefanavage.

47590 Page 1 of

100

13





TOM STEFANAVAGE

6869 S STATE ROAD 257 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Tangela Bush

Manager, Post Office Operations 3939 Vincennes Road





100%

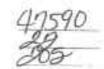
Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

	Sorvices	Daily	Weekly	Monthly	No
	DLying Stamps	150	100	-	N
1	Mailing Letters	170		313	K
	Mailing Parcels	155			6
	Rick up Post Office box mail				Ŋ
	Pick up general delivery malf	17	5	0.0	N
	Buying money orders	1-	F		¥,
1 1	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	T)	TG	6	L
. 3	Sending Express Mail	1	Π.		¥
1 Xi	Buying stamp-collecting material	1	100		19
Othor	Postal Services		COMPLETE.		
	Ereenig permit millings	YES	MIND.		
	Resetting/using postage meter	YE5	NO		
2000	ostal Services		72		
	Picking up government forms public as tax forms)	FYES	NO.		
	Using for school bus stop	TYES	NO NO		
	Assisting servor offices, persons with disablibles, ect.	TYES	K NO		
	if yes, please explirin	-			
	Using public bulletin board	T yes	TVIO		
	Other	TYES	NO:		
	If yes, please explain:				
	it yes, please explain.	∀ YES	Т но		
WHICE D	previously received carrier delivery, there will be no change to your previously received Post Office box service or general delivery service or route delivery service compares to your previous service?	e, compliste ti	us section.	Hann do Aon	Trenk
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ypa j carrie	previously received Post Office box service or general delivery service proute delivery service compares to your previous service? Better	No Opinio	n section.	F Wo	rse
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you p carrie	previously received Post Office box service or general delivery service provide delivery service compares to your previous service? Better	No Opinio	n section.	F Wo	rse
you particular	previously received Post Office box service or general delivery service or post previous service? Better	No Opinio	n section.	F Wo	rse
or w	previously received Post Office box service or general delivery service compares to your previous service? Better	No Opinio	n section.	F Wo	rse

Do you currently one local businesses in the community?
 Yes

√ No.

70/00 (1 70/4 (2) 11/2 (1



If yes, would you continue to use them if the Post Office is discordinued?

The Yes The No.

Marrie: TRACY & KAREN SNOW

Address: 10218 E. C.R. 250 S.

Telephone: (812) 698-7500 (812) 631-3317

Date 2-26-2011

Plessa add any additional comments on a separate peecs of paper and attach it to this form. Thank you for taking the limit to complete this questionnaire.



TRACY & KAREN SNOW

10218 E CR 250 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

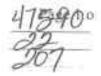
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Sincerely,

Tangela Bush
Manager, Post Office Operations

3939 Vincennes Road





Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

b. Mo c. Mo d. Ps e. Ps f. Bu g. Ot	nying Stampe miling Letters olding Parcels ok up Pess Office bo ok up general deliver dying money orders	ry mail		E C E	E E		
c. Mu d. Ps e. Ps f. Bu g. Ot	oiling Parcels ok up Pest Office bo ok up general deliver Dying money orders	ry mail		E	E(
d. Ps e: Ps f. Bu g. Ot	ok up Post Office bo ok up general deliver lying money onters	ry mail		17	[7]		
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f. Bu	ying money onters	55		E			
g: Ot						E	
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h Se	ending Express Mail						
. Bi	ying stamp-collection	g material			0	1	
Other P	netal Services						
a Er	dering permit mailing	25		T YES	ENO		
a. Fle	esetting/using postag	pe meter		□ YES	FNO		
Nonpos	ital Services						
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to the	sing for achieul trus si	top		TYES	L. NO		
c As	isisting senior citizes	, persons with disabilitie	s. est	□ YES	END		
if	yes, please explain						
d. Us	ding public bulletin by	perd		□ YES	(Z+10)		
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18	yes, please explain:						
needs?	yes, please explain WoRK	TRAVEL	5 0945	DYES NE	T NO		
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	Better	Just as Go	od.	T No Opinior		☐ Won	H
- 11	yes, please explain:						

Page 2 of

Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the Post Office is discontinued?

3057 FAST CO. RD 3005 VELPEN

Address:

Telephone.

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



WALTER MCCORD

8057 E COUNTY RD 300 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feet free to contact Judy Bays at (317) 870-8594

Sincerely,

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

77750

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Postal Service Customer Questionaire

n. Mail E Mail d. Phol e. Phol (Bu	ing Stamps ling Farcets k up Post Office box misk	Dally	Wankly	50	1
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	ending Express Mail	-	15	1	F
N 39	uying stamp-collecting material	5.01	11000		
	Poble Services	FYES	TVNO		
a E	mering permit mailings	□ YES	NO		
	tesetting/using postage mater	1 159	2		
Monno	stal Services	[YES	NO		
63	taking up government forms	2.50	V NO		
120	such as tax torms) Jaing for school bus stop	T YES	- 1		
h.	Jaing for school das stop Assisting senior citizes, persons with disabilities, ect.	L AES	NO.		
5	Assisting serior cinces, possess				
	If yes, please explain	- T YES	₩ NO		
30	Using public trukmin board	Section 1	-/-		
		YES	2000		
€.	Other If yes, please explain:	_			
	If yes, present or the travelling	to or from we	ek, or shopp	ing, or for	personal
Doy	If yes, please explain. rou pass another Post Office during business hours while traveling	/	and the second		
need	ts?	A. A.E.	5 N	0.	
	1 metales				
	If yes, piezse explain.				

5. Do you currently use local businesses in the community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes \(\text{No} \)	184 NO.	47590
Name:		
Address:		
Telephone:		
Date:		
Please add any additional comments on a separate piece of paper and attach it to the complete this questionnairs.	s form. Thank you for ta	king the time to

Postal Service Customer Questionaire

THE NO.

Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following: Never Postal Services a. Buying Stamps

stal Services	
Suying Stamps	
Mailing Letters	
Mailing Parcels	
Push up Past Office box mail	n n e
Pick up gerwral delivery mail	r n (
Duving money orders	ecostered Mail.
Obtaining special services, including or Signature Con Insured Mail, Delivery Confirmation, or Signature Con	dimention L C C C
Sending Express Mail	1111 (14)
. Saying stump-collecting material	1 1 (5/100)
Other Postal Services	(\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
Eptering permit triallings	LAE2 LND
a. Resetting/using postage meter	PINONES TOP 10
Nonpostal Services Picking up government toma It (such as tax forms) b. Using for school bus stop c. Assisting semor citizes, persons with deabilities.	YES THO
If yes, please explain:	LAER LNO
d. Using public bulletin boald	LAES LHO
Other	
If yes, please explain	is white traveling to or from work, or shopping, or for personal. [""YES. "NO
Do you pass another Past Office during business now needs?	F YES F NO
tryes, please explain.	

If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

previously received Post Omor dos to your previous service of or route delivery service compares to your previous service of	T No Opinion	Worse
Better Steven		
If yes, please extrain,	SAM-use de VOA	go to obtain these

For which of the following do you leave your community? (Check all that apply) Where do you go to obtain these services?

For W	which of the following on your	
r.	Shopping	
	Personal needs	
-	Barking	
п	Employement	
-	Social needs	

Page 2 of

Please add any additional comments on a separate place of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I just wonder why you weed to do this to the people that are proved to work for the USPS and you cut a very valueble place to which a little town instead of cutting from the top of the coop line people that don't were deal with the incil



416.90 0 o

Postal Service Customer Questionaire

Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

	al Services	Onily	Weekly	Monthly	Never
	Buying Stamps	157	- 67	-	-
8	Mailing Letters	1		1	-
	Mailing Parcels			-	Ti-
	Pick up Post Office box mail		Ε.		-
	Pick up general delivery mail	15	E255		-
	Buying money orders			150	1
2	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signatura Confirmation	C	[7]	177	
h	Sending Express Mail	1	177	1	-
	Buying stamp-collecting material		10		
	ner Postal Services	19-1201	FNO		
a.	Entering permit mailings	YES			
2	Reselting/using postage meter	TYEB	L MO		
No	epostal Services	T1 (amount 5/000 + 00+0	Process		
H.	Picking up government forms (such as tax forms)	YES	TINO		
b.	Using for school bus stop	YES.	I NO		
	Assisting servior uttres, persons with disabilities, ed.	TYES	I NO		
9	If yes, please exptain:				_
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đ.	Using public bullwith bound	TYES	TNO		
100	Other	YES	LNO		
	if yes, please explain:				
D	o you pass another Post Office during business hours while traveling to	or from wor	c or shopping	g, or for per	rsonal
DE	eeds?	TYES	100		
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.,410	If yes, please explain:				
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Customer Questionaire

2201210

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4 1940 age 2	(3)
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2776	

Do you currently use local businesses in the community?

Yes IT. No.

if yes, would you continue to use them if the Post Office is discontinued?

Yes ! No

Marine Keep Vielpex post

office please!

Address:

Telephone

Date

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postal Service Customer Questionaire



ervices ying Stamps iting Letters iting Parcels it up Post Office box mail it up general delivery mail tying money orders charring special services, including Certified Mail, Registered Mail, sessed Mail, Delivery Confirmation, or Signature Confirmation, anding Express Mail aying stamp-collecting multifiel Postal Services TYES			10000
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□ Better □ Just as Good □ No C	ponion	1.1	Norse
If yes, pirase explain			
revidually received Post Criscs out as the Grand Service? Froute delivery service compares to your previous service? Better Just as Good No C)pinio	0	е Г

Do you currently use local businesses in the community? Yes No Yes, would you continue to use them if the Post Office is discontinued? Yes No No	TEM NO.	30
Name:		
Address.		
Telephone:		
Date		ri in Latinica.
and attach it to this	form. Thank you for taking	the time to

Please add any additional cultiments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Page 1 of
47590
22
278

Postal Service Customer Questionalre Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following: Monthly Nevnr Weekly Daily 忲 Postal Services п Buying Stamps 区 16. Mailing Letters L. b. Mailing Parcels 又 Pick up Post Office box mail 4 Pick up general delivery mail Buying money orders r. Obtaining special services, including Certified Mail, Registered Mail, t. Interned Muli, Delivery Confirmation, or Signature Confirmation g V П Sending Express Mail K E3 h. Buying stamp-collecting material Other Postal Services KNO F YES Entering permit mailings 5/NO YES Resettingly/exing postage meter 8 Nonpostal Services **忆**NO YES Ficking up government forms (such as tax torns) Z NO YES Using far school bus stop. B NO b LYES Assisting senior otices, persons with disabilities, ed. c if yes, please explain: X NO YES Using public bulletin board 杈加 TYES ď. Other if yes, please explain; Do you pass another Post Office during business hours while traveling to or from work, or shopping, or fur personal YES NO NO if yes, please explain. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If in you previously roceived center delivery, where will be no creange to your benefity service — proceed to question in a You previously inceived Post Office hox service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service? Worse No Opinion Just as Good Better If yes, please explain: For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services7 Shopping Personal needs Banking 72 Employement

亿

r

Social needs

5. Do you currently use total businesses in the community?

X Yes T No

If yes, would you commute to use them if the Post Office is discontinued?

Yes X No.

¥	Page 2 of
415	90
23	7
21	9

Name:
Address:
Telephone:
Date:

Please add any additional comments on a separate piece of paper and attach it to this torm. Thank you for taking the time to complete this questionnaire.

THE POST OFFICE IS THE ONLY SERVICE LEFT IN VEIDEN, NO OTHER NUSINESSES, BOURSHAM ALL MANE CLOSED GOWN.

Postal Service Customer Questionaire



Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

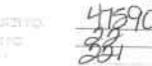
	at Services	Daily	Weekly	Monthly	Novo
191	Buying Stamps	T.	F5	W	
		1	Ø.	E	
	Mailing Lefters	17		W	Г
	Mailing Parcels	1	(T)	1	N
	Pick-up Post Office box mail	T	15		V
	Fick up general defreely mail	1	F7	T.	10
	Buying money orders Obtaining special services, including Certified Mail, Registered Mail.	-	-	W	15
	Obtaining special tervices, incurring or Signature Confirmation Insured Mail, Delivery Confirmation, or Signature Confirmation	1	-		10
	Sending Express Mail			2	TO
	Buying stamp-collecting material	. 6	300	1	(A)
H	ner Postal Services	19-323	N/NO		
Ĺ	Extering permit mailings	TYES	1		
	Resetting/using postage mater	TYES	NO		
60	inpostal Services	111000000000	N/NO		
	Proking up government forms (such as tax forms)	YES			
	Using for actual bus stop	T YES	NO NO		
	Assisting senior citizes, persons with disabilities, ect.	I" YES	NO.		
9	if yes, please explain:			_	_
	100000000000000000000000000000000000000	200	1		
ď.	Using public bulletin board	YES	P NO		
0	Other	TYES	INO.		
	If yes, please explain:				
	o you pass another Post Office during business hours while traveling to	or from work	, or shoppin	g, or for pe	monal
D	o you pass another Post Orace during business room and a seed of the pass another Post Orace during business.	1	2 = 200		
	**************************************	W YES	I NO		
	If yes, pleasy syptain:	71.1	2 mit	- oto	tei
	le yes please expans	rque	pos	-00	2200
	1773				
	9.92				
	M.W.				
	9.00				
	There will be no change to Vill	ir delivery se	rvice — prot	peed to que	stion 4
	f you previously received carner delivery, there will be no change to you creviously received Post Office box service or general delivery servi	ir delivery ad	rvice — proc	peed to que	stion 4 ou think
	f you previously received carner delivery, there will be no change to you you previously acceived Post Office box service or general delivery servi carner route delivery service compares to your previous service?			Land C	
		ir delivery action, complete		Land C	stion 4 ou think
	you previously received Post Office Dox service of gorden service? carrier route delivery service compares to your previous service?			Land C	
	carrier route delivery service compares to your previous service? Better Just as Good			Land C	
9	posi previously received Post Office pox service of general general previous service? Better	l™ No Opi	nion	F	Norse
9	The service of the following do you leave your community? (Check all that	l™ No Opi	nion	F	Norse
9	The services of the following do you leave your community? (Check all that services?)	l™ No Opi	nion	F	Norse
9	The services of the following do you leave your community? (Check all that services? Shopping	l™ No Opi	nion	F	Norse
9	For which of the following do you leave your community? (Check all that services? Florophia For which of the following do you leave your community? (Check all that services?) For which please explain:	l™ No Opi	nion	F	Norse
9	The services of the following do you leave your community? (Check all that services? Shopping	l™ No Opi	nion	F	Norse

5 Do you currently use local businesses in the cummunity?

✓ Yes □ No

If yes, would you continue to use them if the Post Office is discontinued?

✓ Yes □ No



Name	
Address	
Telephone:	
Date:	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

70H2F42

415 95 1 01

			Postal Service Customer Questions	ire			255
4000	Diani	e che	ick the appropriate box to indicate whether you used the VELPEN	Post Office I	for wach of th	ne followin	9
	15000	- M M		Daily	Weekly	Monthly	Nover
	Post	al Set	rvices	Е	П	Γ.	7
	а	Buyir	ng Stampe	-	353	1	P
	D	Mulli	ng Letters	E	T		2
	0.		ing Parcela	-	-	_	P
	d.	Pick	up Post Office box mail	T.	-	-	0
	.04	Pick	up general dolivery mail	-	177		E/
	1	Buy	ing moriey orders		20	-	-/
	g		aining special services, including Certified Mail, Registered Mail, ared Mail, Delivery Confirmation, or Signature Confirmation	125	8	-	1/
	h.	Sec	nding Express Mail	15:	E		1/
	1	Buy	ying stamp-collecting material	10	- Funds		
	Otl		ostal Services	TYES	PNO		
	0.	En	tering permit mullings	Fyes	ENO		
	18.	15th	setting/using postage meter	1100	27 100		
	No	mpos	tal Services	TYES	PNO		
	5.	Pic	oking up government forms uch as tax turms)		1		
	to.		sing for school bus stop	YES	FNO		
	c	100	saisting senior citizes, persons with disabilities, erf.	YES	CNO		
			yes, please explain				
		175	ASSESTMENT OF SECULO	T. YES	DNO		
	d	12	sing public buttetin board	-	200		
			Wher	TYES	500,000		
		16	yes, please explain				
		-	pass another Post Office during business hours while traveling to	or from wor	k_ or shoppi	ng, or for p	erstmal
- 7		lo you leeds	i pass anomer Pour Came assists	Dies	E N	1	
				POTES	1 39%	53	
		1	Tyes, please explain.	_			
			Indad				
	3	tt you	previously received carrier delivery, there will be no change to yo reviously received Post Office box service or general delivery land reviously received Post Office box service or general delivery land	ur delivery si vice, complet	ervice — pro o this section	seed to que,	uestion 4. If you think
	alt:	carrie	it torte pendal service combanna -)	□ No Do		-	Worse
			☐ Better ☐ Just as Good	1.1.199.99	MICHON		ORI-
			If yes, please explain.				
		Forv	vhich of the following do you leave your community? (Check all the	of apply.) Wh	ere do you (go to obtain	these
	4	servi	ces?				
		F	Shopping	0 3	200	9-	
		F	Pagagoni pasing	O San	0		
		1	Banking	-at			
		1	Employement a D	~ 0			

Social needs

Customer Questionaire

		0
Do you currently use local businesses in the community? Yes \(\Gamma\) No If yes, would you continue to use them if the Post Office is discontinued? Yes \(\Gamma\) No		7
Name		
Address		
Telephone		
Date:	· · · · · · · · · · · · · · · · · · ·	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postal Service Customer Questionaire



	Page 1 o	ij
	17590	
-	186	
	del	
	224	

Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

77	al Services		Daily	Weekly	Monthly	Neve
	Buying Stamps		1	111	IE.	4
	Mailing Letters		F	1	50	1
	Mailing Parcels			1	150	
	Pick up Post Office box mai	i.	-	T.	1	
	Pick up general delivery mo		E	1	1.	
	Buying money orders		1	()	1	-
	my to late a variety and and and	including Certified Mall, Registered Mail, irrnation, or Signature Confirmation		Г	Γ.	-
	Sending Express Mail		1	(6)		
	Buying stamp-collecting ma	sterial	E		1	
th	or Postal Services			241570		
	Entering permit mailings		YES	NO		
	Resetting/using postage m	eter	TYES	III NO		
	spostal Services					
	Pricking up government for (such as tax forms)	m	T YES	I"NO		
ï	Lining for school bus stop					
	Assisting senior citizes, po	mons with disabilities, etc.	V.YE8	I NO		
	If yes, please explain:					
	Using public bulletin board		□ YES	□ NO		
	Other		YES	NO.		
	If yes, please explain:				_	
)c	eds?	e during business hours while traveling to	T YES	ILNO		
	if yes, please explain:		_			
	on previously received Post C Smer rouse drawery service of Better	er delivery. There will be no change to your office box service or general delivery servic ompares to your previous service? [**lust as Good	r delivery ser ce, complete		Valent Control	etion 4. sul think Vorse
	on previously received Pool of	ompares to your previous service?	2709700E		Valent Control	
90	on previously received Post of anier route drilvery service of Better if yes, please explain.	ohtpares to your previous service? ["lust_sts Good put leave your community? (Check all that	□ No Opin	ion	rv	Vursa
90	or which of the following dis yervices?	outparts to your previous service? Lust as Good outlesve your community? (Check all that	No Opin	ion	rv	Vursa
90	or previously received Post Camer route delivery service of Better If yes, please explain or which of the following dis yervices?	outparts to your previous service? Lust as Good outlesve your community? (Check all that	No Opin	ion	rv	Vursa
y o	or previously received Post Camer route delivery service of Better If yes, please explain or which of the following dis yervices? Shopping Personal needs	ohtpares to your previous service? ["lust_sts Good put leave your community? (Check all that	No Opin	ion	rv	Vursa

Customer Questionaire

Do you currently use local businesses in the community? Yes I No If yes, would you continue to use them if the Post Office is discontinued? The Post Office is discontinued?	and her	200
Yes No		
Name		
Address:		
Telephone:		
Crefe	DESCRIPTION OF STREET	Territory.

Please add any additional comments on a separate piece of paper and attach it to this form. Think you for taking the time to complete this questionnaire.

Postal Service Customer Questionaire

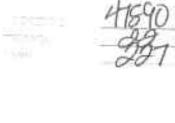


360	272	Pag	e l	0
141	700	17)		
M	101	U		
- 3	Ð	-		
1	224	0		
-6				

Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

B	Services		Daily	Weakly	Monthly	Nev
	uying Stampa		10		1.7	10
. 1	talling Letters			R E		
1	tailing Parcets		-		CAI	
-	lick up Post Office box ma	ii	1	E	e eF	
F	Not up general delivery m	all.	(100		
	Buying money orders		17	1		Г
3 9	Ontaining special services	including Certified Mail, Registered Mail, firmation, or Signature Confirmation			-	ľ
	Sending Express Mail		D.			1
	Buying stamp-collecting m	aterial			1	1.
ther	Postal Services		225-11021	Sections		
- 1	Entening permit mailings		YE5	L NO		
6 13	Resetting/using postage n	ne(or	YE5	L, NO		
	ostal Services					
a ()	Picking up government for (such as tax forms)	ms	T YES	NO		
	Using for school tius stop		[YES	I NO		
		ersons with disabilities, ect.	T YES	CNO		
	If yes, please explain:					
1	Using public bulletin boar	1	TYES	FNO		
	Other		TYES	TNO		
	If yes, please explain:					
Do y			67 YES	TNO		
Do yr need	57		Q4_11E0			
Do yr need	II yes, please explain:		V 164			
If yo	If yes, please explain: u previously received cam	er delivery, there will be no change to your office box service or general delivery service ornpares to your previous service?	r deliumou soo	rvice — proc this section	eed to ques	ition A
If yo	If yes, please explain: u previously received cam	Sittles DOX SERVICE OF DETROIDS DELIVERY INVESTIGATION	r deliumou soo		eed to que:	ation A ij thini
If yo	If yes, please explain: u previously received campreviously received Post 0 er route delivery service of Better	ompares to your previous service?	delivery se ce, complete		eed to que:	
Transfer Land	If yes, please explain: u previously received cam previously received Post (er route delivery service o	ompares to your previous service?	delivery se ce, complete		eed to que:	
If you carri	If yes, please explain: u previously received campreviously received Post (er route delivery service of Better If yes, please explain:	ompares to your previous service?	delivery se de, complete	ion	eed to que: How do yo	Asrae
If you carri	If yes, please explain: u previously received campreviously received Post Cer route delivery service of Better if yes, please explain which of the following do yours?	ornpares to your previous service? Lust as Good ou leave your community? (Check all that	delivery se de, complete	ion	eed to que: How do yo	Ases
If you you carri	or previously received campreviously received Post 0 er route delivery service of the previously received Post 0 er route delivery service of the following do y ices?	ompares to your previous service? Lust as Good ou leave your community? (Check all that	delivery se de, complete	ion	eed to que: How do yo	Ases

5.	Do you currently use local businesses in the community?
	If yes, would you continue to use them if the Post Office is discontinued?
	☐ Yes ☐ No



Name:	
Acidress:	
Telephone	
Date:	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

	Posta	I Service Gustomer Questiona	iro	PAGE		80
Pleas	se check the appropriate box to ind	licute whether you used the VELPEN	Post Office	e for each of	the followin	g
Bank	al Services		Daily	Weekly	Wonthly	Nove
3	Buying Stamps	RECEIVED	17	F		×
b.	Mailing Letters	COLIVED	1			5
E-	Maling Parcels	MAR 2 2 2 111	E.		1	×
ď.	Pick up Pest Office box mail	Operations Programs	17	211	F.	j×
2.1	Pick up general delivery mail	Greater Indiana District	1	[7]		P
e:	The Charles and Ch	- samuel	-	F-1	155	P
-	Elaying money orders Observe approal services, include	ting Certified Mail, Registered Mail.	-	T.	-	0
9	Insured Mail, Delivery Confirmate	on, or Signature Confirmation	M.			I)
h.	Sending Express Mail		1	Π.	111	1
£3	Buying stamp calesting material		100		1	E
Oth	er Postal Services		-	19440000		
3.	Entoring permit mailings.		TYES	5KNO		
14.	Resettingfusing postage meter		L AEE	D TIC		
Non	postal Services		District Co. Co. Sector	1000		
360	Picking up government forms (such as tax forms)		LAES	Se NO		
ъ.	Using for school bus stop		T YES	A-110		
6	Assisting senior atizes, persons	with disabilities, ect.	YES	D-110		
	If year, please explain:					
d.	Using public bulletin board		Tyes	F-110		
	Other		TYES	P410		
	If yes, please explain:	5				
		ng business hours while traveling to or	from wor	, or shapping	g, or for per	Strait
CHE	rds?		Aves	FNO		
	If yes, please explain		0.000			
	Otrell Botosse +	Stoper Ast office				
1246	commenced received Post Office b	very, there will be no change to your our service or general delivery service	telivery se	rvice — proce	eed to ques	fion 4 u thin
GB	ener route delivery service compan	88 10 Aont bisaions service.	No Opir		22-23	ome
		1 1011 09 04:04				
	If yes, please explain					
Fo	which of the following do you less violes?	re your community? (Check all that ap	ipôy ji Whei	re do you go	to obtain th	one
13	Shopping					
5	Personal needs					_
Ĵ	Hamiling					
12	Employement					

Spoil needs

Dip you currently use local businesses in the community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes No	TEMNO. TEMNO. PAGE	47590 33 381
Name: Destin Trought Address 4828 South Mind Street Velpras IN	47590	
Telephone 8/2-354-2781 Date: 2/26/11		

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



TEM NO. PAGE



04/07/2011

DUSTIN TRAYLOR

4568 S THIRD ST. VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Tangela Bush

Manager, Post Office Operations

3939 Vincennes Road

Indianapolis, IN, 46298-9998

Postal Service Customer Questionaire Analysis

Questionnairs, were distributed to all delivery oustainers of the VELPEN Post Office on 02/24/2011. Additionally, during the survey period, questionnairs, were available at the VELPEN Post Office to walkin retail costomers.

Number of Questionaires

Total questionnaires distributed	220
Favorable to proposal	14
Unfavorable to proposal	#:
Expressing no opinon	54
Total questionnaires received	77

Postal Concerns

The following postal concerns were expressed:

Concern (Favorable)

Customers left the route should emanate from Humfrighurg because that office is closer.

Response

You expressed a question about whose the coute should emacate from The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Humingburg. It is likely only the customers without delivery will be impacted.

Concern (Favorable);

Customers were concerned about a change of address.

Response

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mak will be forwarded in accordance with postal regulators, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

Concern (Favorable)

Dustomers were concerned about a change of address.

Response

You expressed a concern about a change in address. Customers will be assigned a 811 address. The new address will continue to use the community name and ZBP Code. Mail will be tonranded in accordance with postal regulations, and change of address from sex available from the Postal Service to assist outstances in notifying correspondents of the change should have no impact on your address.

Concern (Favorable)

Customers were concerned about serior citizens

Response

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who fixes special challenges because the carrier can provide delivery and initial services to. Coolomers do not have to make a special tilp to the post inflice for service. Special provisions are imade for hardang cases or special customer needs. To request an exception for hardang delivery, customers may contact the administrative postnesser for more information.

Concern (Favorable)

No Concern

Response

Concern (No Opinion)

Customers fell the route should emanate from Jasper Post Office because that office is closer

Response

You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most coef-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

Concern (No Opinion)

Customers were concerned about a change of address.

Response

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address torus are available from the Postal Service to assist customers in notifying correspondents of the change.

Concern (No Opinion)

Customers were concerned about a change of address

Response

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Maif will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

Concern (No Delition)

Customers were concerned about a change of address.

Response

You expressed a concern about a change in address. Customers will be assigned a 511 address. The new address will continue to use the community name and 2IP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Point delivery, your delivery should not be impacted.

... Concern (No Osmian):

Customers were concerned about obtaining accountable mail and large partiets.

Разропне

You expressed a concern about obtaining accountable mail and large percels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable terms and large partiets to the customer's residence. If the five over one-half mile away or is not from when delivery is attempted, a notice will be latt in the marbox. Large partiets will be

tell outside the mailtox or at a designatest location or a notice will be left in the mailtox. Afterspied delivery dems will be taken back to the administrative Post Office. Customers may pack up the item at the post office, request redelivery on another day or authorize delivery to another party.

... Concern (No Opinion):

Civillamers were concerned about serior officens

Response

You expressed a nanown about serior citizens. Carrier service is beneficial to many service orderes and those who face special challenges because the carrier can provide delivery and retail services to roadside malboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmenter for more information.

- Company (No Opinion).

No Concern

Response

Concern (UnFavorable)

Customer donnerned about lease on the building and improvements.

Response

Facilities will work with the landlord on the issee and then the building will go tack to the landlord. Improvements are building will go tack to the landlord. Improvements are building will go tack to the landlord. Improvements are building will go tack to the landlord.

Concern (Unif systrable)

Customers asked why their post office was being discontinued while others were required

Resnonse

Post offices are reviewed on a case-by-case basis. When there is a vecancy in a small office, it is customery to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

Concern (Unfiredrable).

Gustomers expressed concum for loss of conumurity identity

Response

You expressed a concern about the loss of the Communities' identity. A community's identity durines from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

44 Concern (UnFavorable)

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response

You expressed a concern that the Postal Service exhibits a table of interest in the making needs of the community. The Postal Service is impured to provide each community with regular and effective service, using the most cast efficient means possible. The proposed affernate delivery service will meet the making and service needs of the community in a more cost effective manner.

+a Consern (LinFavorable):

Customers were concerned about having to travel to enotine post office for service

Национы

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the currier, and customers will not have to travel to another post office for service. Must transactions do not require meeting the currier at the mailtion. Stamps by Mail and Micrary Order Application forms are available for customer convenience.

- Concern (UnFavorable)

Guetomers were concerned about senior citizans.

Response

You expressed a concern about senior cruzens. Carrier service is beneficial to many senior crizers and those who face aspecial challenges because the carrier can provide delivery and retail services to roadside maliboxes or CBUs. Customers do not have to make a special try to the post office for service. Special provisions are made for fearthing cases or special customer needs. To request an exception for hardship delivery, customers may contact the admirestrative postmaster for more influenced.

46 Conbert (URFavorable):

Customers were concerned about the changing the hours of operation at the post office.

Response

You expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload enalysis which includes the number of determined and reverse. A workload enalysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service flours as the post office.

20. Concern (UnFavorable)

No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

Dockert: 1385797 - 47590 Page Nor: 24

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Time 2pm

Total Number of Customers Present:

Date: 03/17/2011

Time 2pm

Velpen General Baptist Church, 4522 S. State

Place: Rd. 257, Velpen, IN 47590

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

/ Name	Mailing Address (optional)	Zip Code	Phone Number
	INDIO SCRIUDSE	Ve1941570	536 3350
	10237 (. Dio hd Welpin	47590	71do-9095
In Be Mas	Rev 14	Velgan 42590	154-2318
Marily Berlle	P.O. Box 14	Vel997590	354-7718
BAMRISh	POBOT 78	Velpen	354 4937
K_A.Bearller	P.O. 720x 1	VECPEN	430-3771
StumBish	8502 E LO PD 175	Velnen	354- 1831
Buthye Lev	3054 & SR1-7	Velpon	354-2337
Posetta) Hickory	45.348 IRJ257	Lela In Box 1	ν
Poul Sollman	43 348 8 Rd 257	Elely I day	18
Frank Sterling	585 8, 5T. R. 257	Velpen, 27.	354-8676
Denny Herling	¥(K)	200	
Holas Cate	Bo442	Welcen Dr	354.3376
Tamus Andrea	Boy 70	Vilan	354-3306
David Tearly	PO BOX16	Velpen	354 2830
Jona Sattel	102318 DIV RY	Velgen	354-338/
Roje Taylor	8360 W. ROCK EA	Bloomington	92-825-8435
with Carlied	177788.Ca.RA.77	SF Velgen	812-536-422
Moerer Bus	12FN 1000 E	Celestine II	

Community Meeting Roster

Postal Service Respresentive (1	Names and Titles):		Date: 03/17/2011 Time: 2pm
Total Number of Customers Present		Velpen General Baptist Church, 4522 S State Place: Rd. 257, Velpen, IN 47590	
	part of the official record that will be	available for public viewing.	
Names of Customers Present	Mailing Address (optional)	Zip Code	Phone Number
PAIL e Colem	7528 5,57	47590	
(Med Bottelan	Ale S 800 W Value	47590	
how Bolldheranni	POBOX59 VOIDIN	47590	
Ila Winninga	8915E QAR 1755	49590	
Janels Biololo	8915E/2Rd1752	49590	754-2200
Ed Bray	Petersburg IN 5614 € 5 R 356	47567	
Latre Vanan	SOIG & Sport to 257	47590	812-766-9800
Linea Vaugna	50 (4 5 Hose RA 257	H7'39, Q	812-7141-9849
Avair Robling		PP 47660	
Lury Porlam	9483ESTROS6	47564	
Lois I Mam	01W211,#N	47564	
Lana Fieth	4589 4th St Velon For	47590	812-789-9524
Mary ANN Winehell	4713 300 St. Velan	47590	812-630-2844
Dartin Bodak	Box#6	47590	812-582-2493
Max Carlisle	7831 F. 57 Rduy	47590	812-536-2034
well Sink	2001 3CPT/2005	47598	212254447
Draw J. Klipsel	0	President	812-890-2779
Kasey Husk		Chabor	
0. No. 0. A	0. 6	1 A - 000	Λ .

Docked: 1385797 - 47590 Page Nor. 24

Community Meeting Roster

Postal Service Respresentive (Names and Titles):	_	Date: 03/17/2011 Time 2pm
		No. 20 Harriston in March Laws
Total Number of Customers Present:	Place	Velpen General Baptist Church, 4522 S. State Rd. 257, Velpen, IN 47590
This document may become a part of the official record that will	It be available for po	ublic viewing

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Dale Bendl	1785 s coff 700h	47598	354-1391
Ruly Stan	Columbu Wood		
Sten Blout	Velfen	47590	354-8703
Koberda Blond	Lelper		
Kan Bus	n Velsen	41590	354-2602
Janis Bla	10 Holpen	47590	7660638
Danke	L. Dola	47537	549-6472
Alwastrage	Oh!	47564	354-2160
Than D. 9	48 X S. St Rd 251	47596	754-6420
Brenda Most	ers Pa Box 33 Velp	u 47595	394-2284
Shannatalli	H PO POX 28 UNIDON	47590	317-460-3907
MarthaRuly	41.75.51.12/257	47590	F12-354-1220
Race Ceris	2 2085 S 5R254, VELTE	47590	812-766-3392
BANDY CLARK	1	47590	812-766-3892
One Flotor	POBOX 33 VRLA	N 47590	812-354-2284
TIM HARDIN		47590	84-536-299
ANG BODAK	Box 36 Volga	47590	812582-2493
Daw Camp	4271 S. SKASST	47590	812-3511-2215
July Camp	4771 S. STRAJET	47590	812.354-2215

US fostal Service Spokesman bus Ruin steps
you are Looking at Dinances of Lovenie-Why?
It is known that you Cannot shut a
post office down for revenue reasons unless
Congress gives their approval of Justine
more 26,000 out of the 32,000 No not Make
revenue, why is this a problem low?

You have several officed that have been suspended of never officially closed that you have Continued to pay on for decades why parent these been closed? This Could have been a Cost soving

Why do you have Jostal employees that are 80290 years old still on payroll in a disability status that should be one retirement status? - this needs to be done first before you start closing offices

There are true areas of the Postal Service that is not shouling net work force recluctions They are Headquarters & area Operations offices Upla total reals are up 3% in Both! Howds you fustly outling rural courses, PMR's, OIC'S & Postarates when the two main areas Continue to Line their Pockets!

(9) US fostal Service Spokesman Gus Ruig Days
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You have several officed that have been suspended a never officially closed that you have continued to pay on for decades why haven't these been closed? This could have been a cost soving

Why do you have social employees that are 80190 years old still on payroll in a disability status that should be one retirement status? - this needs to be done first before you start closing officers

There are there are a local of the Postal Service that
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They are Heartsmorters + area Operations offices
Yell total hearts are up 3% in Both! Houds you
fustly cutting rural courses, PMR'S, DIC'S +
Postmasters when the two main areas Continue

Host offices Can only be closed for specific reasons, Lor example Maintenance Dublems unsafe Constitions, expired lease, or a Dost masters retirement, this is not the Case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fix this position at the Velpen fost office - So why are we on the Closing list? 24 Postmaster General Fat Conakue Days he is Largeting 2,000 postal stations + Branches that don't employ letter Carriers - Dur Post

Office has a letter Carrier - Is this why you are trying to take our noute out of but office so you can close the doors!

when you start shutting down offices won't this Cause unemployment to get worse -Decause if you keep Continuing to Close offices that have Nogs Career employees in them won't you have to pay unemployment for These people?

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

Concern (No Opinion):

Customers questioned the economic savings of the proposed discontinuance

You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

Concern (No Opinion):

Customer expressed a concern about their 911 address

Response

You expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

Concern (No Opinion):

Customers questioned if we had a address for to write their congressman.

We do not have that information, but it is readily available and the proposal will be available with information for your

Concern (No Opinion):

Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.

You asked why the Velpen post office was being studied while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.

Concern (No Opinion):

Customer expressed a concern about package delivery and pickup

You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

Concern (No Opinion):

Customers were concerned about mailing military packages and how do they mail and weigh them

Explained how they can use USPS.com to get many of their custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.

Concern (No Opinion):

Customers were concerned about linking their PO box mail to Otwell because of two different zip codes. 7.

It was explained that the PO Box can be linked to their new address for 12 months.

Concern (No Opinion):

8. Customers wanted to know if they get a CBU if they could have a cover or awning

We have seen them in many different locations and ways. This will depend on where they are located.

Concern (No Opinion):

Customers expressed concern about having to erect a rural mailbox

You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.

Concern (No Opinion).
 Customers concerned about how they will get their mail.

It was explained that we were there for thier input and the information will be analyzed to determine if they will get rural

raute delivery or CBU's.

Concern (No Opinion):

Customers were concerned about later delivery of mail at Otwell PO Boxes

Response:

Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.

Concern (No Opinion):

Customers wanted to know how many other offices are being considered

Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.

Concern (No Opinion):

Customers were concerned about a change of address.

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

Concern (No Opinion):

Customers wanted to know if they could save their post office if more boxes were rented.

It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

Congern (No Opinion):

Customer wanted to know how Velpen ranks in sales compared to other offices

That information is not available. We are looking at a decline in mail volumes and don't see it coming back.

Concern (No Opinion):

Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload

That has not been determined at this time.

Concern (No Opinion):

Customers questioned why we have not went to 5 day delivery.

We explained that has to be passed by congress and is still at the congress level.

Concern (No Opinion):

Customers asked why Ireland post office was not open

The POOM stated it was open all day with the exception of lunch from 1-2 pm.

Concern (No Opinion);
 Customers asked if the Velpen post office closes where would the money go.

Response

it will be a savings.

Concern (No Opinion):

Customers wanted to know where Velpen post office was ranked

It was advised that we do not use a ranking system.

Concern (No Opinion):
 Customers wanted to know how many boxes were available for rent at Velpen

The OIC stated there are about 66 available.

Concern (UnFavorable):

22. Customers wanted to make part of the file that Velpen does not have internet services.

it will be noted in the file.

Concern (UnFavorable): Customers wanted to know about how Velpen ranked with Otwell

Otwell has 510 deliveries and Velpen has 281 deliveries.

Concern (UnFavorable):

Customer concerned about the time of the meeting.

Response:

The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

Concern (UnFavorable):

Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.

POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.

Concern (UnFavorable):

 Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.

Response:

It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.

Concern (UnFavorable)

Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.

We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.

Concern (UnFavorable):

Customers asked if we would be required to pay unemployment to the current OIC.

POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.

Concern (UnFavorable):

Customers asked when the file would be available for review. 29.

It should be available at the Velpen post office in the next 6-5 weeks and will be available for 60 days.

Concern (UnFavorable):

Customers expressed concern that postal employees at the admin office Post Office are rude

You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

Concern (UnFavorable):

31. Customers concerned about Velpen and Stendal post office getting new parking lots/repairs. We should be saving the money.

We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.

Concern (UnFavorable):

Customers were concerned about having to travel to another post office for service

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Concern (UnFavorable):

Customers expressed concern about misdelivered mail

You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

Concern (UnFavorable):

Customers wanted to express that they really want to keep the post office open,

We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.

Concern (UnFavorable):

Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Veipen post office-so why are we on the closing list?

Response:

We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail. volumes. USPS tooks at the effects of a proposed discontinuance on the community served, the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings, and other data like business activity.

Concern (UnFavorable):

35. Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

We are not trying to move your carrier, but if the office closes he will have to work out of another office.

Concern (UnFavorable):

37. When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

Concern (UnFavorable):

US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 25,000 out of 32,000 do not make revenue, why is this a problem now?

Response:

We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served, the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings, and other data like business activity.

Concern (UnFavorable)

There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ. Area and district offices across the country.

Concern (UnFavorable):

Customers were concerned about the limited hours of operation at the post office

You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.

Nonpostal Concerns

Was there a Petition Received for the consolidation of VELPEN? If Yes, How many signatures? If Yes, date received? Yes # 642 03/17/201 POST

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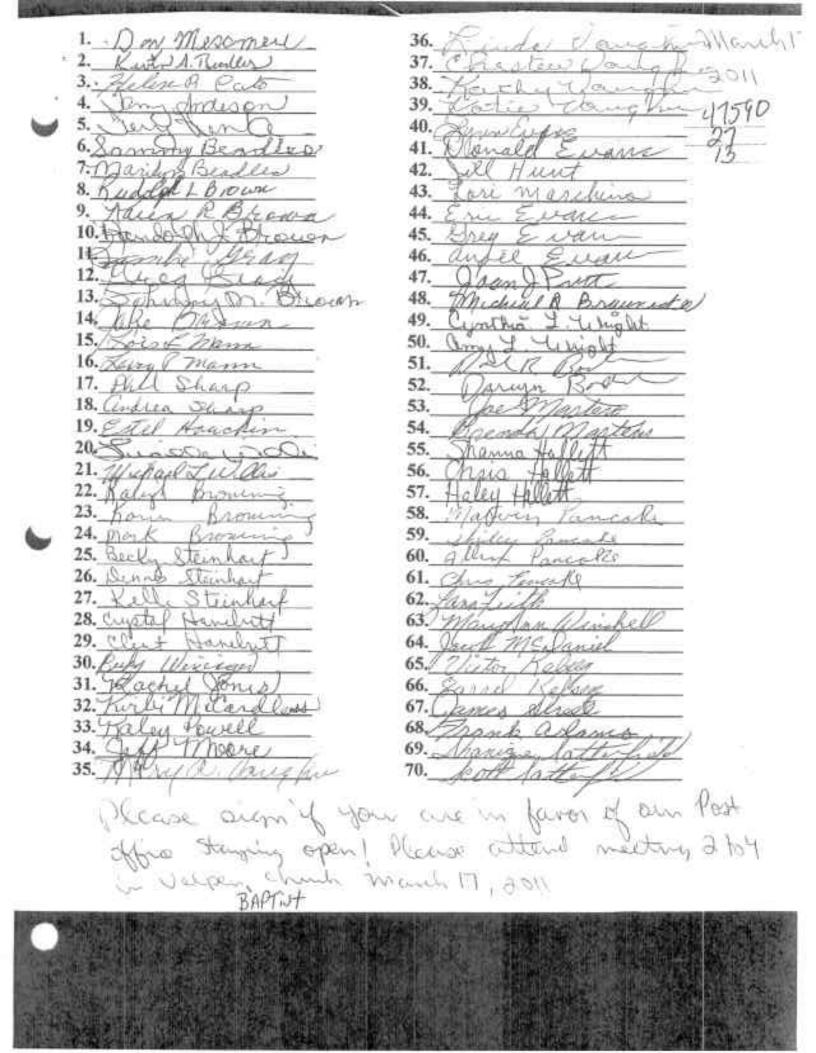
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Proposal Checklist

Velpers

Section I	Responsiveness to Community Postal Needs
)	Tell what we are doing and why.
	Is reason for discontinuance justified and documented in the record?
	If suspended, what type of alternate service customers are now receiving?
	Reason for vacancy and information on postmaster/OiC
	Number of customers and type of service they received and will receive.
	Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
	Last three fiscal years of revenue and revenue units.
7	Decline in service workload/reduction in EAS level, if appropriate.
_/	Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
1	Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
/	If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
	Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
	Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
	Information on petitions and congressional inquiries included with Postal Service responses.
	Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
/	Advantages and disadvantages of proposed alternate service.
	Any other pertinent information concerning Postal Service needs.
Section II	Effect on the Community
	Brief background of area, community government, population, etc.
	Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
	Was Post Office used as meeting place?
	Was Post Office a shelter for a bus stop?
. 2	Old the Post Office have a public bulletin board?
	Were government forms available at the Post Office?
	Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.7
	What is the historical value of the office?
	Is an address change necessary?
	Will the community identity be preserved?
	What are the growth trends (flat. up, down)?
	Were any other conpostal items identified?
Section III	Effect on Employees
	Paragraph explaining about postmaster vacancy/OfC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV	Economic Savings		
)	A statement of annual saving Postmaster salary (EAS-\) Fringe benefits 33.5% Rental costs, excluding utility Total annual costs Less estimated cost of replacements.	es	\$ 33,168 \$ 11,111 \$ 6,000 \$ 50,979 - 3,389
A one-time expense of	of \$ 1800 will be/was incurred for	installation of CBUs and parcel lockers.	\$ 410,890-
/	is postmaster salary based of	on the minimum salary without COLA?	
	Does postmaster salary refle	ct the current office evaluation?	
Section V	Other Factors		
/	The Postal Service has ident	ified no other factors for consideration (if	appropriate).
	List other factors as appropri		555115A73339
	Other factors when replacem	ent service is a CPO,	
Section VI	Summary		
	necessary and an assessmen regative factors. In taking co	brief summary that explains why the clos nt of how those factors supporting the ne mpeting considerations into account, the ar service must be paramount.	ed for change outweigh any
Section VII	Notices		
, 	Appropriate notice is made to disc determination is made to disc at that time.	out this is a proposal and not a final deten continue the office, information on the app	mination. If a final seal process will be provided
Checklist Completed	Du Baya	5.2.11	
Investigative Coordina	stor ()	Date	
Reviewed and Certifie	ode Baya	5.2-11	
District PO Review Co	ordina(d)	Date	



05/02/2011

SENIOR VICE PRESIDENT GOVERNMENT RELATIONS AND PUBLIC POLICY 475 L'ENFANT PLAZA SW RM 10804 WASHINGTON DC 20260-3600

SUBJECT: Posting of the Proposal to Close the VELPEN Post Office Docket No. 1385797

This is to advise you that on 05/04/2011, I will post for public comment a proposal to close the VELPEN Post Office in Pike. Congressional District No. eighth.

If you have any questions, please call JUDY BAYS District Review Coordinator at (317) 870-8594.

EDWARD SMITH District Manager

GREATER INDIANA PFC District

cc. Manager, Customer Service Operations Area Manager, Public Affairs and Communications.

Enclosures: PS Form 4920 Proposal



OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of VELPEN Proposal Docket No. 1385797 - 47590

Please post the enclosed proposal to close the VELPEN Post Office in the lobby. The proposal must be posted in a prominent place from 05/04/2011 through close of business on 07/05/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it, however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (317) 870-8594.

JUDY BAYS Post Office Review Coordinator GREATER INDIANA PFC District

Enclosures:

Proposal Invitation for Comments Comment Forms Official Record Date of Posting: 05/04/2011 Date of Removal: 07/05/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Velpen Post Office:

The Postal Service is considering the close of the Velpen Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Velpen Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JUDY BAYS 3939 VINCENNES ROAD INDIANAPOLIS, IN 48298-9998

For more information, you may call JUDY BAYS at (317) 870-8594 or write to the above address.

Thank you for your assistance.

TANGELA BUSH 3939 VINCENNES ROAD INDIANAPOLIS, IN 46298-9998

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	Date of	Postiria:	05/04/2011
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Posting Round Date:

Date of Removal: 07/05/2011

Removal Round Date:

PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

Concern:

L RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. An employee from a rieighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday , 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box customers and 278 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 32 transaction(s) accounting for 30 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$19,373 (51 revenue units) in FY 2008; \$26,397 (69 revenue units) in FY 2009; and \$13,487 (35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures. If this proposal is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08,00-11:30am & 1:00-3:45pm, Monday through Friday, and 08:45-10:45 am on Saturday. There are 69 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1.	Concern:	Customer concerned about lease on the building and improvements.
	Response:	Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.
2.	Concern:	Customers asked why their post office was being discontinued while others were retained
	Response:	Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
3.	Concern:	Customers expressed concern for loss of community identity
	Response:	The customer expressed a concern about the loss of the Communities identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

Customers expressed concern over the apparent lack of interest by the

Postal Service for the needs of the community

The customer expressed a concern that the Postal Service exhibits a Response: lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Customers felt the route should emanate from Huntingburg because Concern: that office is closer Response: The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted. Customers felt the route should emanate from Jasper Post Office Concern: because that office is closer Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers. Jasper is not closer for others. Customers were concerned about a change of address Concerns Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. / B. Customers were concerned about a change of address Concern: The customer expressed a concern about a change in address. Response: Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers were concerned about a change of address g. Concern: Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted. 10. Concern: Customers were concerned about a change of address Responso: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address. Customers were concerned about having to travel to another post 11. Concern: office for service Response: The customer expressed a concern about having to travel to another

> post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order

Application forms are available for customer convenience.

19. Concern:

Customers were concerned about obtaining accountable mail and 12 Concern: large parcels Response: The customer expressed a concern about obtaining accountable mail. and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party. 13. Concern: Customers were concerned about senior citizens Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. 14. Concern: Customers were concerned about senior citizens Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Customers were concerned about the changing the hours of operation 15. Concern: at the post office Response: The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office. 16. Concern: Customer concerned about the time of the meeting. Response: The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting. 17. Concern: Customer expressed a concern about package delivery and pickup. Response: The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as an your porch or under a carport. 18. Concern: Customer expressed a concern about their 911 address Response: The customer expressed a concern about your 911 address, 911. addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911

coordinator.

other offices

Customer wanted to know how Velpen ranks in sales compared to

99. 6-----

Response: That information is not available. We are looking at a decline in mail. volumes and don't see it coming back. Customers asked if the Velpen post office closes where would the 20. Concern: money go. Response: It will be a savings. Customers asked if we would be required to pay unemployment to the 21. Concern: Response: POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment. Concern: Customers asked when the file would be available for review. Response: It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days. Concern: Customers asked why Ireland post office was not open Response: The POOM stated it was open all day with the exception of lunch from 1-2 pm. Customers asked why their post office was being discontinued while 24. Concern: others were retained and why some offices have been suspended for years and not officially closed. Response: The customer asked why the Velpen post office was being studied while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down. Concern: Customers concerned about how they will get their mail Response: It was explained that we were there for thier input and the information will be analyzed to determine if they will get rural route delivery or CBU's. Customers concerned about Velpen and Stendal post office getting Concern: new parking lots/repairs. We should be saving the money. Response: We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies. Concern: Customers expressed concern about having to erect a rural mailbox Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them. Concerns Customers expressed concern about misdelivered mail Response: The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in

deliveries.

Velpen will continue to service them along with the newly added

Customers expressed concern that postal employees at the admin

Response:

61		Response:	The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
	30.	Concern:	Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.
		Response:	It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.
	31,	Concern:	Customers questioned if we had a address for to write their congressmen.
		Response:	We do not have that information, but it is readily available and the proposal will be available with information for your review.
	32.	Concern:	Customers questioned the economic savings of the proposed discontinuance
		Response:	The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
j	33.	Concern:	Customers questioned why we have not went to 5 day delivery.
		Response:	We explained that has to be passed by congress and is still at the congress level.
	34.	Concern:	Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.
		Response:	We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.
	35.	Concern:	Customers wanted to express that they really want to keep the post office open.
		Response:	We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.
	36.	Concern:	Customers wanted to know about how Velpen ranked with Otwell
		Response:	Otwell has 510 deliveries and Velpen has 281 deliveries.
	37.	Concern:	Customers wanted to know how many boxes were available for rent at Velpen
		Response:	The OIC stated there are about 66 available.
	38.	Concern:	Customers wanted to know how many other offices are being considered
)		Response:	Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.
	39.	Concern:	Customers wanted to know if they could save their post office if more boxes were rented.

It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

40. Cancern: cover or awning Response: depend on where they are located. Concern: at Otwell due to increased workload Response: That has not been determined at this time. Concern: cost and if employees get bonuses and pay raises. Response: cutting jobs. 43. Concern: Response: It was advised that we do not use a ranking system. Concern: internet services. it will be noted in the file. Response: Concern: Response: 10 am. So it should be the same. 46. Concern: because of two different zip codes. Response: for 12 months. Concern: do they mail and weigh them. Response: home. Flat rate box would be a good option. Concern: post office Response: service hours as the post office. 49 Concern:

Customers wanted to know if they get a CBU if they could have a

We have seen them in many different locations and ways. This will

Customers wanted to know if Tona (OIC @ Velpen) will need to work

Customers wanted to know other ways the postal service is cutting

POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and

Customers wanted to know where Velpen post office was ranked

Customers wanted to make part of the file that Velpen does not have

Customers were concerned about later delivery of mail at Otwell PO

Every office has a required PO box delivery time. It is usually at 9 or

Customers were concerned about linking their PO box mail to Otwell

It was explained that the PO Box can be linked to their new address.

Customers were concerned about mailing military packages and how

Explained how they can use USPS.com to get many of thier custom. forms etc. They can also request priority packages to be sent to their

Customers were concerned about the limited hours of operation at the

The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window

Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office so why are we on the closing list?

Response:

Concern: Response: 51 Concern: Response: Concern: Response: Concern: Response: We do have to follow specific guidelines when we study an office. The reasons listed above refer to criterie for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savinos; and other data like business activity.

Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- is this why you are trying to take our route out of the office so you can close the doors?

We are not trying to move your carrier, but if the office closes he will have to work out of another office.

There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers. PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

We can not answer for Area and HQ, but what we can fell you is that the postal service has cut thousands of jobs in management over the tast several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ. Area and district offices across the country.

US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

Some advantages of the proposal are:

The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.

Customers opting for carrier service will have 24-hour access to their mail.

Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.

Customers opting for carrier service will not have to pay post office box fees.

Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

The loss of a retail putlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
 A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Velpen is an unincorporated community located in Pike County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson two, fire dept. 812-354-3806. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: See Item 13, See Item 13. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.



III. EFFECT ON EMPLOYEES

The postmaster was promoted on January 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 46,890 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Rental Costs, Excluding Utilities	+ \$ 6,000
Total Annual Costs	\$ 50,279
Less Annual Cost of Replacement Service	- 5 3,389
Total Annual Savings	\$ 46,890

A one-time expense of \$ 1800 will be incurred for installation of CSUs and 0 percel locker(s).

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Velpen Post Office provided delivery service to 278 customers and 29 PO Box customers. The daily retail window transactions averaged 32. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$46,890 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Velpen Post Office and Otwell Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

Tangela Dush

05/04/2011

Date

TANGELA BUSH

Manager, Post Office Operations

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

Le		Describe any favorable or unfavorable effects you not the regularity or effectiveness of your postal services	
2.	Effect on Your Community. Plea you believe the proposal would have	se describe any favorable or unfavorable effects that we on your community.	
3.		any other views or information that you believe the leciding whether to adopt the proposal.	
Name	of Postal Customer	Signature of Postal Customer	
Mailin	g Address		
City, S	tate, and ZIP Code	Date	
150 (4) (1)			



07/05/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/05/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

JUDY BAYS

Post Office Review Coordinator

3939 VINCENNES ROAD

INDIANAPOLIS, IN 46298-9998





PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

Date of Removal: 07/05/2011



To the oustomers of the Velpen Post Office:

The Postal Service is considering the close of the Velpen Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Velpen Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JUDY BAYS 3939 VINCENNES ROAD INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8594 or write to the above address.

Thank you for your assistance.

Tangel & Dusk

TANGELA BUSH 3939 VINCENNES ROAD

INDIANAPOLIS, IN 48298-9998

Date of Posting: 05/04/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE



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Thank you for your assistance.

TANGELA BUSH 3939 VINCENNES ROAD INDIANAPOLIS, IN 46298-9998



Date of Posting: 05/04/2011

Posting Round Date:

Date of Removal: 07/05/2011



Removal Round Date:

PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 07/05/2011

Postal Customers of the Velpen Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Velpen Post Office, which was posted 05/04/2011 through 07/05/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Velpen Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

TANGELA BUSH 3939 VINCENNES ROAD

INDIANAPOLIS, IN 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VLIPES Post Office

believe the proposal would have on the regularity or effectiveness of your postal services increased travel time. Why don't you decrease hours of operations to compensary & steep our DIC in charge she is the best we have ever had - she is someone who takes prior in her jobt community.

Effect on Your Community, Please describe any favorable or untavorable effects that you nelseve the proposal would have on your community.

Loss of ott fob + week people taking care of local people. older residents not getting created on

Other Comments. Please provide any other snews or information that you believe the
Postal Service should consider in deciding scheduler to adopt the proposal
fucking is nove a problem as apposed to Diwell's parking.
You lied in your Community letter stating that office I
have Post master - it is just like Veigen OIC in
Charge Maybe you should do now research Refore you
Charge Maybe you should do now research Refore you
animy Bearles
Signature of Fostal Customer

Po Box 14

Welfen IN 47590

Date

Date



07/12/2011

SAMMY BEADLES PO BOX 14 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may almady shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the lobby remaining open at the Post Office. Office hours are determined by the workload at the
 office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.
- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about sonior citizens. Camer service is beneficial to many senior citizens and those who face special
 challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
 special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for
 more information.
- The OIC (Officer In Charge) or AVPM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified
 at the community meeting.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klaber

Manager, Post Office Operations 3939 Vincennes Road

Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VLLPLN

Post (
3	Effect on Your Postal Services. Describe to believe the proposal would have on the remark of him of the hand a nice but space that there are had here had here	any lavorable or unlavorable effects you startly or effectiveness of your postal services elling made protal des fortal the test. But we've
	Ledery people of the face of the sheeks larging &	don't went our est in the maillest rey from home. medicine left in many dopers around her whether to adopt the proposal
Man	Laren P. Brown To Postal Custamer 10. Bor 15 Ing Address Velpen Sp. 47590	Signature of Postal Customer Date
City	State, and ZIP Code	



07/12/2011

KAREN BROWN PO BOX 15 VELPEN, IN 47690

Dear Postal Service Customer:

Thank you for taking this time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about service officers. Carrier service is beneficial to many senior citizens and those who face special. challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are evaluable for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mall volume. The Postal Service does not open mailtioxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klarber

Manager, Post Office Operations

3939 Vincennes Road

Indianapolis, IN, 46298-9998

Following are comments I wish to make concerning the proposed discontinuance of the VLLPLX Plat Office

Effect on Your Postal Services. Describe my Javorable or unfavorable effects you behave the proposal would have on the regularity or effectiveness of your postal services You are taking away the Bost Postal Employee we have ever had in Charge of our office - she gives her heart + Soul + her time to our community early every She takes care of use for very little pay-

Effect on Your Community. Please describe any favorable or unfavorable effects that you helieve the proposal would have on your community daily residents won't have the Courient Denice for their Mail. I do not want my Medicines or Challes in a unal Mailbox - + I can't drive to Obell everyon + renta Po Box - We are on a limited income.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal At our town meeting the postal representatives gave rus
no answer's serverything we ask they diolet kno
why would you hold a neeting whom you don't have answers or Statistics - ut need exother town weets

for Beadles

Wantyn Beadles ailys Bradles

DB0X 14

6-18-201 Dute



MARSLYN BEADLES PO BOX 14 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the convinents of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization afforts. The employees at the Administrative office will continue to provide the best service cossible.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and these who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- All questions on the comment and questionnaires been addressed to date.

I realize with change there is always concern. However we are confident that the afternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-6594.

Sincerely,

Cyrithia Klaiber

Manager, Post Office Operations

3939 Vincennes Road Indisnapolis, IN, 46298-9998

Post Office Effect on Your Postal Services, Describe any Jayorable or unlavorable effects our believe the proposal would have on the regularity or effectiveness of your postal service I do use this post office quite often to buy stanged mony orders and mail packages. Even the I could use other post offices I would have to drive quite a distance. I would gladly give up Saturday mail & kep this post office offers.

Effect on Your Community Mease describe any taxonable or untaxonable effect that you believe the proposal social base on your community First of all the people at the fast office are very friendly and helpful. If I go to Jusper I always start in line and the workers have me time to help or answers questions. There are people in this community that hast drawn have a car. There people need this fact office. Other Comments: Please provide any other views or information that you believe the Postal Service should consider modeculum whether to adopt the proposal The less is already paid in advance for this building so the other cost ar minimal. I don't see any big adventage to closing it. Close the fisher office and let those people dries to Velgen. If I can drier so Can they Words of Louis Signature of Postal Customs Name of Postal Coloring

9995 E CR 650 5.

Mintag Address In. 47590 Cay State, and ZIP Code

6-06-11



DONALD JONES 9995 E CR 650 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mait and Money Order Application forms are available for customer convenience. Stamps are also available at muny stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by atternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Cynthia Klaiber Manager, Post Office Operations 3939 Vincernes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELWIN Post Office

Effect on Your Postal Services, Describe any Javorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services It would put more people out of work bills on line.

Effect on Your Community, Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

town will quit growing. It will become a flost town.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal

I'll probaby will self my home and more into a appartment where mai is going to be located and I can be located and I can be a first of the more into a company to be located and I can be a company to be located and I can be a company to be located and I can be a company to be located and I can be a company to be located and I can be a company to be a company to be a company to the company to t access to mail. I don't like comput

Signature of Postal Customer Name of Postal Customer Shirley PANCARE Mailing Address

Marin Pancake City State, and ZIII Code 6-23-11 Velpen, In. 475-90



SHIRLEY PANCAKE

PO BOX 43 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In reaponse to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionners responses revealed that oustomers will continue to use local businesses if the Post Office is discontinued.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMF-24.

I realize with change there is always concern. However we are confident that the atternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please finel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Lottowing are comments I seish to make concerning the proposed discontinuance of the VLL91 S. Post Office

Effect on Your Postal Services. Describe my Eremable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services

People are known in small towns. People ful comfortable. The older people, and the physically hardicapped, need easy, and close access.

Velpen closed the closest one is I miles away.

Some People do not drute.

Effect on Your Community. Please describe any Invocable or unfavorable effects that you believe the proposal would have on your enjumning

It will cause incommence for many people

Other Comments: Please provide any other views or information that you believe the Post of Service should consider in decidors whether to adopt the proposal

If you close Velpen Post Office, how can it help With the price of gow It have to cost more forthat.

Marie



IMOGENE STAFFORD 9027 E DD RD 700 S VELPEN, IN 47590

Dear Pontal Service Customer.

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appractated and will be carefully considered; along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be
 available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not
 require meeting the carrier at the mailbox. Starrips by Mail and Money Order Application forms are available for customer
 convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at. usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the economic savings of the proposed discontinuance. Camer service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this charge.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will centinue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Cynthia Klalber

Manager, Post Office Operations

3939 Vincennes Road Indianapolis, IN, 46298-9998

	Optionar	and a second discontinuance	of the VLLPLX
Eaffac	ing are comments I wish to make concerning	the proposed discontinues	
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	Effect on Your Postal Services. Describe believe the proposal would have withe re Mail Joing factors to mail do. Mailing large envelopes	egularity of effectiveness of you thing the postme	nor postal screeces as canalle
	Effect on Your Community Mease do you believe the proposal would have on the older people depter them with their Mail to	scribe any favorable or unlavorable	rable effects that
	**		
	Other Comments: Please provide any Postal Service should consider in decil	other vacses or information the dury whether to adopt the prop	ny you believe the
79,	Calvin + Velma Jones 8924 E. C. Rd 3008.	Signature of Post	at Customer
101	Control Wilderson	1 5	3-2011
4.	Welson, Undiana 47590	(p - 5K)	Date
-6	A COLUMN TO THE		

Telpen, Under



CALVIN & VELMA JONES 8924 E CO RD 300 5

VELPEN, IN 47590

Dear Postal Service Customer,

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the convinents of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box. if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of peckages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 cunces may be picked up if the postage was printed online or with a traceable
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special distorner needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I reasize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Syncerely.

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VLLDC.

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4	effect on Your Postal Services Describe any lavorable or unlavorable of perfect on Your Postal Services Describe any lavorable or unlavorable of your postally disabled and I would be tially disabled if we would be	نه
E	al to otwell for Jackages	stefied
Le		700 - 100

Effect on Your Community, Please describe any favorable or untavorable effect that The Velpen community is composed be approximately 50 % elduly, it would be how a great inexprense to them also to how to travel to twell for packages or mail to travel to the signed for

Other Comments: Please provide aircrafter views or information that you believe bis-The time that it would take to delinent mail and the hard ship or our mailman

Sharon Dendace	Sugnature of Postal Contonica
9812 E. Co. Rd. 7258 Madine Address Velpen, Day 47590 En: Sidie, and All Lodg	6/22/11



SHARON KENDALL 9812 E CO RD 725 S VELPEN, IN 47590

Dear Postal Service Gustomer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

in response to your letter.

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside malibox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for handship cases or special outtomer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-8594.

Sincerely.

Cynthia Klaiber Manager, Post Office Operations

3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

THERE ARE NO FAVORATULE EFFECTS NOW SHOULD STOP AND THINK HOW MUCH IT WOULD HURT THIS TOWN, THE ECDERLY + HANDICAP PEOPLE, ALSO WE HAVE VERY GOOD PEOPLE WORKING THERE, THEY ARE ALWANS PLORE THAN WILLING TO HELP SOME ONE IN ANY WAY THEY CAN

Effect on Your Community. Please describe any favorable or unfavorable effects that
you believe the proposal would have on your community.

SHUTING DOWN DUR TOWN, IT'S THE ONLY FHENTHING WE HAVE LEFT.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I THINK YOU SHOULD START AT THE TOP TO SAVE

MONEY, YOU HAVE PEOPLE IN OTHER OFFICES SITTING ON THEIR ASSES DOING NOTHING AND GETTING PAID MORE THAN THEY DESERVE SO START THERE AND LEAVE OUR POST OFFICE OPEN

KEVIN A. BEAILES

60

Kent A. Bendler

Name of Postal Customer

P.O. TROX D 9410 E. WALNUT ST.

Mailing Address

VELPEN IN 47590

City, State, and ZIP Code

422.11

Date



KEVIN BEADLES PO BOX 1 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the convinents of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

in response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside malibox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- You expressed a concern about serior obzens. Carrier service is beneficial to many senior officens and those who face special challenges because the carrier can provide delivery and retail services to readside mailboxes or Centralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for handship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is almed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Cynthia Klaiber Manager, Post Office Operations 3939 Vincennes Road Indianepolis, IN, 46296-9998

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you
believe the proposal would have on the regularity or effectiveness of your postal services.

HArdship on Community we will Appeal 1

 Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Injustice to our Community
we will Appeal &

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If you hold a community meeting - you should be able to ANSWER QUESTIONS the Community has.

Shanique Satterfield Stance latter Signature of Postal Customer

10237 E. Division Road

Mailing Address

Velfen, IN 41590

City, State, and ZIP Code

Signature of Postal Customer

Signature of Postal Customer

Date



SHANIQUE SATTERFIELD 10237 E DIVISION RD VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Vetpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Cynthia Klaiber Manager, Post Office Operations 1939 Vinceones Road Indianapolis, IN, 46290-9998

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that Office

Effect on Your Postal Services Describe and Envolable or untavorable effects you believe the proposal would have on the regularity or effectiveness of your postal service. We do gently a lot of followings which the Weller Post of the State documents of Weller Post of the State documents of the Weller Post of the State documents of the Weller Post of the State documents of the Weller Post of the State of t

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Effect on Your Community. Please describe any Invorable or untavorable effects that you believe the proposal would have on your community.

organishe Section the Commonty.

Other Comments: Please provide any other views or adoption atom that you believe the Postal Service should consider in its idner whether to adopt the proposal

The propose that makes it helpen partifices are from your officer willing with any recorder that you may make . Keep it open!

		Signature of Postal Customer
Ament Pastal Circle	& Service Tter	
action Additions		0
575 21	@ 257 South	Date
State, and ZIP	(mic	6-22-11



MR & MRS STERLING 595 ST RD 257 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

 You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern, However we are confident that this afternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerety,

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

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the W	Out Comments Diese provide my other views or i	nformation that you believe the
136	Postal Service should consider in deciding whether to a	dopt the proposal.
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and the	De go and helpful of	1 P 200
	Betty J. Lee 17 Be	nature of Postal Customer
Name of	LOSIAI) Lusionici	inger C at the contract of the
	5054 & StR& 257	
Mailing	Address	
	VELPEN, IN 47590	5-31-11
City, Sta	te, and ZIP Code	Date



BETTY LEE 5054 5 ST RD 257 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you far taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Starros by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may almady shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the afternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Cynthia Klaiber

Munager, Post Office Operations 3930 Vincennes Hoad

Following are comments I wish to make concerning the proposed discontinuance of the VELPLIN Post Office

- Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services 1 Would have to wonder if mail will be rec'd in a timely monner.
- Effect on Your Community, Please describe any favorable or unfavorable effects that 2 you believe the proposal would have on your community.

People in the community will be forced to travel some distance for mail services. This will certainly be an Inconvenience for newy.

Other Comments: Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. 3

Losing the many services provided by the Velpen office is upsetting. Residents will be forced to travel for these basic services.

10 1100	1 17 11	
Amos Schmitt	Signature of Postal Customer	
Name of Postal Customer		
202 N CR 1075 E	W 000 0W	
Mining Address	6-15-2011	

City State, and ZIP Code

Date



AMOS SCHMITT 202 N CR 1075 E VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter.

 You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the masbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the atternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or convnents, please feet free to contact Judy Bays at (317) 870-8594.

Sincerety,

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concurning the proposed discontinuance of the VELPEN Post Office

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. believe the proposal would have on the regularity or effectiveness of your postal services.

I will have to drive I to miles a day just to mail packages for my business. I do not have a postal scale to weigh them for pickup. I will pay so much more for gas. I palso prefer the pickup. I will pay so much more for gas. I palso prefer the face to face interaction daily. I order many packages as well a face to face interaction daily. I order many porch, especially do not like the idea of them being left on my porch, especially do not like the idea of them being left on my porch, especially with bad weather conditions is usps responsible for lost or with bad weather conditions is usps been left?

Effect on Your Community Please describe any formable or unfavorable affects that

Effect on Your Community. Please describe any favorable or unfavorable effects that

The post of fice closing will be detrimental to Velpen, as It is the only thing left in our small town that brings the community together. But to mention, there are many elderly who cannot make the community to otwell if needed. It will be a great expense to all of Velpen

Other Comments. Please provide any other views or information that you believe the Possal Service should consider in deciding whether to adopt the proposal.

I'm unsure of why it would close Considering the lease on the puilding is thru 2015, our postal officer makes minimal at \$20,000 t the carrier's salary will increase \$10,000. There needs to be a closer analysis done with this closure. Velpen mail volunce has even gone up! I'm sure the many that make 80,000 \$100,000 + are opposed to cutting their salaries to say that make 80,000 their time will come too! what goes around to say their smiller offices. Their time will come too! what goes around

	a F Destal Contemps
Sharina J. Hallett	Signature of Postal Curromer Shannas Hallett
Mailing Address PD BOX 2B VELDEN, IN 4759	5/25/11
City, State, and ZIP-Code	Date



SHANNA HALLETT PO BOX 28 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, erting the carrier know that you have a package available for pick up. The carrier can deviate from the fine of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 curices may be picked up if the postage was printed enline or with a traceable
- You expressed a concern about having to travel to another Post Office for service. Senices provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, orane at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

I realize with change there is always concern, However we are confident that the attenuate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you 1. believe the proposal would have on the regularity or effectiveness of your postal services.

TIME FACTOR SINCREASED TRAVEL TIME APPOX. AOMI.

MUNEY: APROX 4.00 PER TRIP

Effect on Your Community. Please describe any favorable or unfavorable effects that 2. you believe the proposal would have on your community.

BINDING SUCIAL CENTER FOR RURAL COM.

Other Comments. Please provide any other views or information that you believe the 3: Postal Service should consider in deciding whether to adopt the proposal,

INCREASED COST IN TIME & MONEY FOR ALL COSTOMER OF 47590 AREA

Name of Postal Customer

Signature of Postal Customer

7328- 5-900-E

Mailing Address

VELPEN IN. 47590

5-8- xol(

City, State, and ZIP Code



STAN RIESENBECK

7328 S 900 E VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- . You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already stop, online at usps.com, or try calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or convinents, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klaiber

Manager, Post Office Operations

3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

- Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

 ITS CONVISSIT'S RIGHT HERE AT HOME. only to mil .
- Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community 2

TO CLOSE IT DOWN OF GAS cost applifico

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. 3...

NELPEN NEED ITS P. O.

Double messonen DON MESSMER Signature of Postal Customer Name of Postal Customer

SR 257 N

Mailing Address

IND 47590

VELPEN City, State, and ZIP Code



DON MESSMER 3677 SR 257 N VELPEN IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Valpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

 You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailtiox. Stamps by Mail and Money Order Application forms are available for customer convenience. Starros are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the attemate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feet free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klalber

Manager, Post Office Operations.

3939 Vincennes Road Indianapolis, IN, 46298-9998

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services

The good personal service we receive.

2 Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I would hate to see our part Bice leave this commeinity. That is all we have left.

 Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

	5) [
Name of Postal Customer	Signature of Postal Customer
VELPEN IN 47590 City, State, and ZIP Code	6-14-11 Date



ELLA & ERNEST SCOYDAN 1649 S SR 257 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

in response to your letter.

 You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-8594.

Sincerely.

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are community I wish to make concerning the proposed discontinuance of the VLI PLSC Prof. Office:

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I ENJOY THE REGULARITY OF THE MAIL DELIVERY. I USE THE FOST OFFICE TO MAIL PALEAGES, BUY STAMPS AND METER. ENVIELDED. I REMILLY LONG FORWARD TO A 13 OR 14 MILE DRIVE TO GET TO APOTHER POST OFFICE.

Effect on Your Community, Please describe any favorable or unfavorable effects that you believe the proposal exhibition on your community.

AS STATED ABOVE. WE PLREADY UVE 5 MILES TO THE VELSTIN POST OFFICE.

Other Comments. Please provide any other views of information that you believe the Puscal Service should consider an decidant whether to adopt the proposal

I TRUELY BELIEVE THAT MONEY COULD BE FOUND IN ALL THE FRANCE; FRANCE, WASTE & ABUCE IN THE POSTAL SYSTEM ITSELF PARKE; THAN CROSING THIS ON SAFEL HOST OFFICE WHAT ABOUT HOUSES THAT ARE BOUGHT GACK FROM TOP WEREFRS WHE THEY MOVE EXT.

Tran HARDIAS

Signature of Postal Customer

9304 € 60 20, 735 5.

Laining Address

VELPEN (PREVICUE), IN 47590

6-24-11

Car State, and CIP Confe

Date



TIM HARDIN

9304 E CO RD 725 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments and appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about outling management positions from the top down instead of taking services away from
 customers. The Postal Service organizational "redesign" is aimed at outling some 3,000 administrative positions, or almost 21
 percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will confinue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klafber

Manager, Post Office Operations

3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

- 1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. Our Town Post office is the Heart & Soul of this Small community. And its so very convent for all the elderly And the people who live in the town
- 2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

 Would perfer to have the cluster Box:
 Instead of having to drive the distance to OTWELL With gas prices on the Increase every other day
- Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

 The leave that when the head Postal Persons came here they could carre less what we SAID Rose how important our post office was to our Town The deceision was ALL Ready Made

Name of Postal Gustomer	Signature of Postal Customer
Mailing Address 4587 4454 P.O.B City, State, and ZIP Code	5 X 3) Velpen, In. Date 5 K/
The town's people. No one to lis	had no say and ten



LANA FIETH PO BOX 3 VELPEN, IN 47590

Dear Postal Service Customer.

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8584.

Sincently,

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

- Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. I drive to another county to go to work. The post office in the country I work in would be closer for me than Stay open and Keep business in our community.
- Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. The Velpen Post office is convenient for my family, the elderly: all the people in our community. The parking is nice and big at the Velpen Post Office. The Otwers Post Office does not have convenient parking.
- Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. The building at the Velpen Post Office is much bigger than the one at Otwell. There would be more space to grow at Velpen. There is more parking space at Velpen. Many of us think there a several reasons why we should keep the Velpen But office at Other a Restreaster at other lar Velpen. Andrea Evans Signature of Postal Customer Name of Postal Customer

Mailing Address



ANDREA EVANS 4884 5 5T RD 257 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a
 case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and
 investigate the feasibility of providing service by alternate means.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be
 available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not
 require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer
 convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at
 usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the afternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerety,

Cynthia Klalber

Manager, Post Office Operations

3939 Vincennes Road Indianapolis, IN, 45298-9998

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you
believe the proposal would have on the regularity or effectiveness of your postal services.

You don't really want to Know what or how it really is going to effect this town

Effect on Your Community. Please describe any favorable or unfavorable effects that
you believe the proposal would have on your community.

Real Handship on the elderly town folks

 Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

> Sounds like you have made the decision. AND what our Small town wants or needs you could care less,

Name of Postal Customer Mary ANN Winchell	Signature of Postal Customer
Mailing Address 4713 380 St. PoBox 11 City, State, and ZIP Code	Date
A+ Least Put	in the
Cluster ma	il Box's



MARY ANN WINCHELL PO BOX 11 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter.

You expressed a concern about senior citizens. Carner service is beneficial to many senior citizens and those who face special
challenges because the carner can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
special customer niends. To request an exception for hardship delivery, customers may contact the administrative postmaster for
more information. The final determination to close a post office is reviewd at the HQ level. No desicions can be made at a local
or district level.

I realize with change there is always concern. However we are confident that the atternate service fisted in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, plause feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Cynthia (Galber

Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make enticerning the proposed discontinuance of the VLFPI - Post Office

Effect on Your Postal Services. Describe any Lavocable or unlavorable effects and believe the proposal would have on the regularity or effectiveness of your postal services.

Keep our post office!

Effect on Your Community. Diese describe any tavorable or unfavorable effect too you believe the proposal would have on your community.

Its the only thing we home left, don't take our post office!

Other Comments. Please provide my other views or information that you being a like Past of Service should consider as deciding a helicit to adopt the proposal.

000 6 10	
Name of Postal Customer Bd 725 5.	Signature of Postal Customer
Velgeen In 47590	Date



PALIL 9316 E CO RD 726 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern, However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 570-8594.

Sincerely,

Cynthia Klaiber Manager, Post Office Operations 3939 Vincennes Road Indianapolis, IN, 46298-9998

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Pest Office

Effect on Your Postal Services. Describe any Tavorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services

home to register any important letters

Effect on Your Community, Please describe any favorable or unfavorable effects that 0 you believe the proposal would have on your community.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal

1084 9 31 Rd 257

Mailing Address

City State, and ZIP Code



ROBERT RIESENBECK 7084 S ST RD 257 VELPEN, IN 47590

Dear Postal Service Customer

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

You expressed a concern about obtaining accountable mail and targe percets. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and targe parcets to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcets will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

I realize with change there is always concern. However we are confident that the atternate service listed in the proposal wit continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VLFPFS Post Office

Effect on Your Postal Services, Describe into Javorable or onlavorable effects you I thent it would be a herdulip on a let of all fearle of the Velpen Post affin closes. That is all believe the proposal would have on the regularity or effectiveness of your postal services We have last in this servel town. The Closest office the how last in the seway. It could not be so weighing from was a nowing your oran post office for weighing expecting up registered mail, etc.

Effect on 1 our Community Heave describe my Lavorable or untavorable effects that The post office is the only place for Community you helieve me proposal would have on your community interaction. Conversations, announcements, bulliten brack inport, the only public place brack inport to the only public place we have for any interestion - why don't you try to the have for any interestion - why don't you try to cut costs swhere else a leave the small town of officer comments. Please provide any other views or information than you between the Pour Server should consider medication whether to industriances. Ohere deelat of elderly people that live here and there are also of times that you do have to go. That go to the footsplice. Some have no way to go. That your to the footsplice. For all of these people. afrom would be a handrise. For all of they do? Signature of Postal Customer DAVE + JULY CAMP Same of Postal Customer 42715. StRd 257 Shaling Address June 22-2011 at State, and ZTP C



DAVE & JUDY CAMP 4271 S ST RD 257 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from
 the line of travel, the carrier will attempt delivery of accountable items and large parcels to the outstomer's residence. If the
 customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large
 parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice
 will be left in the mailbox. Attempted delivery forms will be taken back to the Post Office. Customers may pick up the item at the
 Post Office or request redelivery online at uses cont or by calling 1-800-ASK-USPS.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informatly, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailtox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by casting 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feet free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Maiber Manager, Post Office Operations 3939 Vincennes Road Indianapolis, IN, 46298-9998

Following are comments I wish to make concerning the proposed discontinuance of the VLLPLN Post Office:

Effect on Your Postal Services. Describe any Javorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Live 10 mins. from P.O. If I miss the carrier with a letter. I can drive 10 minutes. If I have to go to Otwell, I have to drive 30 minutes or wait 24 more, hrs. for him to Pick up the of well is in opposite direction from my Effect on your Community Please describe any Invorable of unlavorable effects that work your believe the proposal would have on your community.

most of the Elderly customers in Velpan can walk to Velpan. P.O. moving to otwell they will not recieve the same service as they can get sace to face in Velpan.

Other Comments. Please provide any other views or information that you believe the Posted Service should consider in deciding whether to adopt the proposal

Velpen Postal Customers need P.O. That is all we have left.

Mike Hanselman	Mike Harselman
le10le So Co Rd. 1075 East	Signature of Postal Customer
Velpen IN 47590	6-24-11 Date



MIKE HANSELMAN 6106 S CO RD 1075 E VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

in response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from
 the line of travel, the camer will attempt delivery of accountable terms and large parcels to the customer's residence. If the
 customer lives over one-half mile way or is not home when delivery is attempted, a notice will be left in the mailbox. Large
 parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice
 will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the bern at the
 Post Office or request redelivery online at uses com or by calling 1-800-ASK-USPS.
- You expressed a concern about senior offizers. Carrier service is beneficial to many senior offizers and those who face special
 challenges because the carrier can provide delivery and retail services to coadside mallboxes or Centralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
 special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for
 more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are community I wish to make concerning the proposed discontinuance of the VELPES Post Office

- Effect on Your Postal Services, Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services primitions for assing appear in the main this them. wheathy state of the economy, it will prove more difficult for many of my reighbors to travel to the post office.
- Effect on Your Community, Please describe any favorable or unfavorable effects that you believe the proposal would have on your community

There are absolutely no fowerable effects that this prapised from withour would have an our community As one of the few remoining continuents, apothering places, our past office is absolutely a vital paint of our community. To implement this proposal permanently would be to condamn it. We need only Other Combients. Please private any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal

If we were to overcome this popular, one throw, town could bewree back with viops and newfound sense importance that we read to propper. And soon, with the arrival of I-69, we will grow and provide even more postal service curremens, but will with the hametown serves of community that has shaped who we

	ha	metani	~ cens	e of co	momen	with three	, www.	suchus.	
Kane	Vau	Cikimur				Korignani Gignani	re of Po	s GI Euston	r
200000000000000000000000000000000000000		01.	101 7	27					_

5019 3 State Rd 227 Mailing Address

Yelpun, IN 47590 Car. State, and Z11 Cont.



KATIE VAUGHN 5019 S ST RD 257 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the cerner, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the malbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klalber Manager Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

Effect on Your Postal Services, Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services

There would be a longer comment to go to the pool office; a longer delay in receiving mail daily; eventual hassil with address thanges

Effect on Your Community. Please describe any favorable or unfavorable effects that 2 you believe the proposal would have on your community

will lose I of the 3 community gathering places this small town has; it is like severing a main artery for older residents since there is ap exchange of information (i.e. who is sick, had a baby, who died, had a fire, community collections)

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. 3.

Given the rural aria, few places remain so prople can gather and exchange ideas and information. That is such a basic human mud and given that their only consistent communication.

Linda Vaugho Name of Postal Customer

5019 5 St Rd 251

Mailing Address

VITRUM IN 471590 City, State, and ZIP Code



LINDA VAUGHN 5019 S ST RD 257 VELPEN, IN 47590

Dear Postal Service Customer

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your convnents are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at uses com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town,

I realize with change there is always concern, However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Cynthia Klaiber Manager, Post Office Operations 3939 Vincennes Road

Leginoring are compoents I wish to make concerning the proposed discontinuance of the VLOP S politice of the series

Effect on Your Postal Services. Describe his Laconable or unlavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services HAVE TO DRIVE FARTHER, LESS TIME TO GET. TO POST OFFICE,

Effect on Your Community. Please describe any favorable or unfavorable effect that gon believe the proposal would have in voin community. SEVERAL LOW THEOME PROPLE, HARDSHIP BERNET OF PRIES OF GAS

Other Comments. Please provide any other views or information that you hence the Pourd Service should consider in deciding whether to adopt the proposal POST OFFICE IN SMALL TOWN, BINDING LINK WITH THE PROPLE OF AREA

LARRY RIESembert for	Eng Recented
8891 E-Co, RO, 7005.	Salaran Salara
Verper In. 47590	6-23-20// Date



LARRY RIESENBECK 8891 E CO RD 700 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please teel free to contact Judy Bays at (317) 670-8594,

Sincerely,

Cynthia Klaiber Manager, Post Office Operations 3939 Vincennes Road

Following are community Livish to make concerning the proposed discontinuance of the VLLPES pane Office

Effect on Your Postal Services. Describe any Javorable or unlavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services de would go to a bank instead of a post office out of my way to buy money orders, I probably work send packages abymore love postal parrie Effect on Your Community. Please describe any favorable or unfavorable effects that wat gas so high, it would be alst of extra the Other Comments. Please provide any other views or information that you believe the Post of Service should consider an deciding whether to adopt the proposal The post office is All we have left to Kiep us a community Tracy Evans 6/24/11



TRACY EVANS 4723 S 4TH **VELPEN, IN 47590**

Dear Postal Service Customer:

Thank you for taking the time is submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service

 You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailhox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stallons where customers may already shop, online at unps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or convinents, please feet free to contact Judy Bays at (317) 670-6594.

Sincerely,

Cyrithia Klaiber

Manager, Post Office Operations

3939 Vincennes Road Indianapolis, IN, 45298-9998

Fullowing are comments I wish to make concerning the proposed discontinuance of the VLTPI ?-Post Office

Effect on Your Postal Services, Describe my favorable or untavorable effects you believe the proposal would have on the regularity or effectiveness of your postal service THE Delivery time would change we get our Mail before 10 mm. as a small business. this is very important. WE recive prompt delivery and

always friendly service at the post office.

Effect on Your Community, Please describe any Javorable or unlavorable effect that

Velpen Post office would be devasting to the Community. Welpen would fall by the WAYSIDE

Other Comments, Please provide any other views or information that you believe the Past it Service should consider in deciding whether to adopt the proposal

CONSIDE the loss of Jobs and the inconverce and financial expense it will be to travel to another town to use postall services



ANGELA BUFFENBARGER 1486 5 800 W VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about aregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may scave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the afternate service fisted in the proposal wit continue to provide you with affective and regular service. If you have additional questions or convinents, please feel free to contact Judy Bays at (317) 870-8594.

Sincernly,

Cynthia Klaiber Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPLN
Post Office

Fost Of	g are comments t wish to make some
¥.	Effect on Your Postal Services. Describe an Lavorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services
A	Good Jevice Knowing My calabiess evhether P.O. Box
B	or Street address but in soing on
C	Visite on level
	POLICE CONTRACTOR AND
A	and the second the tool as young
(4	No need to mail a se
(In how for your and The mind well Store (40
(Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
	A 116 level the regular wooden are coming
	but when Mangers and fort certs one still
	there making by by mony
	Signature of Postal Customer
	O BOY
M	elpen IN 42580 6/28/11
(3)	State, and ZIP Code



FRANK RODE

PO BOX 32 VELPEN, IN 47550

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the curriments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21. percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely.

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN

Post Office Effect on Your Postal Services. Describe any Javorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. We have a P.O. box because with our wk. schidule we are unable to get out mail daily. The walk to the post office is only soyds farther than where our box would have to be to cated, which is not close to our mail would not close to our mail would not close to our home. We do not feel our mail would not close to our home. We do not feel our mail would Effect on Your Community, Please describe any favorable or unlavorable effects that I believe it would be distinult for many prople in you believe the proposal would have on your community our community, Mary are elderly, disabled 3 have limited transporation. Comy to a Post office Timeles away may yora many to not get their mailon a timely manner to pay bills etc. Having a Post office Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal Velpen makes it a town, it's the only business left. with it gone in a sense, Velpen's gone. It would also be extremly inconvienant you can yamily, with our Work Schedules, to get our mach yrom what Dienders
Tong, the officer in charge thas done 3 is doing a sprended

Namy of Postal Customer and Always with a smilley ignature of Postal Customer Louise V. Hashnap Louise I. HAStings Mading Address Date City. State, and Z11t Code



LOUISE HASTINGS PO BOX 7 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your littlet.

- You expressed a concern about having to travel to another Post Office for servicer. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stemps are also available at many stores and gas stations where oustomers may already shop, online at usps.com, or by calling 1-600-STAMP-24.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the oustomer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 570-8594.

Sincerely.

Cynmia Klaiber Manager, Post Office Operations 3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the SLLDP "Post Office

Effect on Your Postal Services Describe any Lavorable or unlavorable effects for believe the proposal would have on the repulants in effectiveness of your postal service.

Please Dave The Postaffee.

We well the Devide David.

Effect on Your Community Please describe any favorable or antasmable effects the proposal would have our your community.

Other Comments. Please provide any other views or information that you believe too.

Pour! Service should consider to deciding whether to adopt the proposal

Name of Postal Customer

Mading Address

City State, and ZTP Code

Date

20

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you
believe the proposal would have on the regularity or effectiveness of your postal services.

League dering distances, price of gas using more fuel, high gas primes Less of finding and information housing from officer in change or partnersters.

- Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

 Loss of Jubs, Local people taking come of Lical people's problems, and business, small people also going to god had hadle paper work.

 Older people may not god checked on as much.
- Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

mell, I think we'll chose washington, D.C. possel service and proces it to volper, In, see what congress will say to that.

Contain services need to be act alose, and other washeful effices

Rucky E Seste	messit		
Name of Postal Customer	Signature of Postal Customer		
7901 W 505			
Mailing Address			
Velpen, In 47540	5-18-11		
City, State, and ZIP Code	Date		



07/18/2011

RICKY 7901 W 150 S VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

in response to your letter:

- . You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside maliboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always options. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (517) 670-8594.

Sincerely.

Cynthia Klaiber

Manager, Post Office Operations

3939 Vincennes Road

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN.

Post Office

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I belive there would be a very negitive effect. Many people depend on our local post office and the people who work there

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

We have many elderly people, people who don't drive or just admitget out of their homes who depend on this local office and its employees.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The employees of this branch
have had excellent ideas about this
You should listen!

Laura wringer

Name of Postal Customer
1611 South State Rand 257

Mailing Address

Descriptions

Mailing Address

Descriptions

Mailing Address

Descriptions

Mailing Address

Descriptions

Descriptions

Mailing Address

Mailing Address

Descriptions

Mailing Address

Maili

City, State, and ZIP Code

Date



07/18/2011

LAURA WININGER 1611 5 ST RD 257 VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velper Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
 challenges because the carrier can provide delivery and retail services to roadside mailboxes or Cantralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
 special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for
 more information.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal
 Service is required to provide each community with regular and effective service, using the most cost efficient means possible.
 The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective
 mainer.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594,

Bincerety.

Cynthia Klaiber

Manager, Post Office Operations 3939 Vincennes Road

I offowing are comments I wish to make concerning the proposed discontinuance of the VEE HI %

Post (201 (80%)
¥ s	Effect on Your Postal Services. Describe any lavorable of believe the proposal would have on the regularity or effect whe Like out Service the way it is -	
	Effect on Your Community. Please describe any lavoral you he here the proposal would have in your community HAT Ship For Elderly + honolicap Loss of identify of Community Keep Post of Pice	people
U	Other Comments. Please provide any other views or in Parist Service should consider in deciding whether to ad Seo attacked [Geg Part off	
1	me of Pestal Ceistroned Signi G 237 E Divi Sion Rd. Molpon IN 47590 15 Start and 218 Code	ature of Postal Customer 6-13-20/1

We wonder why the postal Series hasn't appointed a postmaster for the Velpen office . Not filling it creates a soff Jufilling set prophecy & Jorces the office into one of the Categories - allowing its inclusion on the possible closure lest. the Postal Service refused to gix the problem by simply not filing the position - You are taking a Vocant office to a Vocant office You stated in your Community letter that alice Goepprer is Fostmaster she is not why isn't Otwell on Closing hist? - You lied. in your letter - How do you justify this? This town does not have the capability of Suchasing stamps ect on him - we do not had good internet service if you want high speed internet it cost alot + most of the time it doesn't work anyway. To this Closing is a real hardship on this Community most people don't drive they are elderly what an injustice the Postal Service has Caused to this Community - You Should remember who Pays your Paycheck "it is Goople like us" your Customers + this is how you treat us. By the way we work go into the recording of the meeting - you allowed it at the Velpen meeting but at the Connelbung meeting you had me escorted allowed - how do you allow on a motthe offer? We will have to take that up with the out I lea atom Commission on our Deposal L

pg 2012

Having to go to the Dtubell office well be a night mane - where you have to pack-inc a busy highway have to no packing increase the I we have plenty of packing at in pentury don't you move Otwell to Valpen-where there is a large packing lot to move space in Building to the Nease is a still good til (2015) - you just renewed if in Dec, 2010 - the packing at the Otwell office Causesa harand for the elderly it is not safe -

It you cannot get your expense under Control - this is not the problem of the small town offices this is a Corporate Dioblem - "Too many higher ups stuffing 'their pockets" - Maybe you should Shut down USRS all together of the people should start their own series & Call it Mail for america + have seople run it that is for all the pupe + not just their to lime their pockets. The WPS is Killing the small towns one at a time "aneica had lost its Way + So has the USPS - You want to start with the small of you are going about it all wrong - the small rund are what make the WAS whatch is Keep our office Open !



07/18/2011

SCOTT SATTERFIELD 10237 E DIVISION RD **VELPEN, IN 47590**

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

in response to your letter.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- The OIC (Officer in Charge) or AIPM (Acting Postmaster) has the same authority as a permanent postmaster. This was identified. at the community meeting.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the malibox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, or by calling 1-800-STAMP-24
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customery to conduct a study of the business activity and investigate the leasibility of providing service by atternate means.
- You expressed a concern about senior citizens. Carner service is beneficial to many senior citizens and those who face special. challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

timperety.

Cynthia Klalber

Manager, Post Office Operations

3939 Vincennes Road

Analysis of 60-Day Posting Comments

Number of comments interred	
Total suicitorinares mentichal	36
Flavorphite corretterite	1
Linkvarable surtements	36
No spene, sepressed	0
Tiese commercia returnest	30

Postal Concerns

The following postal comments were topressed:

Concern (No. Opinions)

Cultumer concerned about the extraining of the outstance letter.

The CRC (Officer in Charge) or APPM (Acting Proximation) has the same authority as a parmanent postmaster. This was started at the community investing.

2. Concern (No. Opinion)

Customer successed about working in number littler.

The OIC (Officer in Charge) or AIPM (Autory Fountainer) has the same authority as a partnersery postmerser. This was granted at the community material

Conserve (No Operant)
 Containers select only their Post Office was being statemented white others were retained.

Response.

Post Offices are reviewed on a case op case bace. When there is a vacantly in a small office, it is customary to conduct a study of the business withing and more liquid the feasibility of providing contractly alternate means.

4. Consum (No Opmore)

Gustamera concerned that environment questions not accevered at manifest

Resemble

All qualities or the comment and questionness boars admirtsed to one.

Consern (No Opresen).
 Contracts expressed consern over the appreciations of entered by the Paulai Service for the resets of the community.

The Postal Service is required to provide each community with regular and effective earlying warm the most cost afficient means possible. The proposed abstracts delivery senior will meet the making and service media of the community in a micro

Coccosts (Not Operant)
 Dustratures said they would may the special after our just acceptance provided by the personnel of the Prof. Office.

Danish

Courtesus and height service will be provided by processoral at the administrative Post Office and from the current Special assistance will be provided as meeded.

Garwarn (No Operan)

Commerce suggested cuting management positions from the loss street content of raising sensors eway from customers.

Historian

The Fostal Service organizational "redesign" is sensed at suffry point 3,000 semigrations produce, or almost 31 percent of the lunal management emphases.

Concern (No Opmon):

Comprises were concered any the population position was not filled.

Af management purposes were trained in annequation of the reorganization efforts.

Consum (No Cornor)
 Customery were consumed why the postmaner booton was not Stad. They are the service the OIC gives to them.

All management positions, were trusted in anticipation of the reorganization efforts. The employees of the Administrative officewill interforce for provide the best sensors presents.

10. Gorcant (No Opinion):

Customers were concerned about heaving to viewel to another Place Office for service and parting.

Beryood provided at the Post Office will be equilible from the carrier, and distorters will not have to revet to another Post Office for service, Milet transactions do not require modify the corner of the modified. Startips by Max and Myrey Cross Application forms are simplicified for colloped concentrate. Starting law also southfulls at many source and gas alations where materiars may already storp, more at uses one, or by calling 1-800-6734841-24

11. Contacts (No. Opiniors).
Customers were concerned about flaving to reveal to another Post Office for service and the parking.

Пикропее

Services processed at the Post Office will be assemble from the carrier, and quaterness will not been to bread to another Post Office for service. Most transactions to not require meeting the carrier of the mailtree. Stemps by Med and Money Order Application faints are agreeable for succlosing consensation. Stangts are also enterlights at many stores and gas stations where suspenses may aready step, or by calling 5-800-81AMP-24.

та. Основин (Ян Оринос)

Customers were concerned about having to based to another Post Office for service.

Services provided at the Post Office will be available from the current and outpotent will not have to there is a post of Print Office for service. What beneathers to customer compensation at the markets. Blumins by Mail and Africay Grider Approaches forths provided to customer compensation. Stamps see also assistable at many others and pass shallow where (upperserving already shoe, where M uspector) or by dating 1-805-STAMP-24.

13 Concern (No Opinion): Customers were compared about mail kenzelly

Response

Customers that above a buck on their medicines. The melicini must have a sixt large enough to accommisse the quaternative named tally mell others. The Postel Service does not open malboans which are looked and does not accept keys for the partition in

Carriero (No Operant)

Customers were concerned about obtaining territors from the carrier

Fig. basech 6.F.

The rural center provides of the socialist that are available at the Ford Office with the exception of PO Box socials and bulk med acceptance. This high-the stemp calls, package pick (pt. special services and nichely order called

to. Concern (No Opinion)

Customers were concerned about sensy (Stores.

Haspones

Camer service is becefored to many service of peace and those who face special challenges because the parties our provide Belivery and retail services to visidable medicions or Centralized Box Onto, Customers do not have to make a apocent up to the Prof. Office for service. Special provisions are made for narrainty called or special scaloring needs. To request an ecoaption for harmonic delivery, continues may contact the administrative publicator for more internation.

16. Consum (No Opinion)

No Consent

Consern (Shift-avarable)
 Outcome represent a server about stuguter hours than the rural roots server the community

Carriers silve to provide service or appropriately this same time on a daily basis, however must volumes gird weather conditions after effect delivery times. If you they're special services from the caref corner you may believe a note in your meatines each after carrier to count the horn. and then time the carrier to receive services that derivates may also be obtained. at the admirestrative Prox Office.

18 Coman (Unfineration)

Customer expressed a suncern about package disher's and pickup.

Burst current will debot partiaged that M. in your surel made bur. If the package most not fit in the mad but, the correct will the law package up to burnes off of the line of brand, at a designated place, such as an year porth or under a carport PW carrier with up of pockages, you can concent the extransimative Print Office, lyding the carrier know that you have a package. acadistries for place up. That corner card deviate from the fire of travel in proper to receive poologies. The rural before will except letters. But or packages up to 13 number for making. The carrier will extend the cost and provide a recept for any increay received. On the following delivery day the carrier will provide charge or a bill for the amount over the extreme. Packages over 13 outcom may be project up if the postage was bridge of the printing and a week a majority memory

(i). General (Enforcement)
General supposes a concern spoul the hours at the Post Office.

Office hours one determined by the scientists at the office. The Post Office explained accepts determined that the present office hours whould sufficiently ment authories meets.

Comem (Uniffaculable)

20. Customers expressed concern for these matterers with disabilities who are not able to go to administration Proc Office to past. San House Joseph

Customers are non required to bravel in word or Post Office to receive missi or obtain total services. These services will be provided by the corner to a readered medical accord close to commerce relations as the family because the provided to the number of a customer. Charges in the type of delivery we considered where execute by existing methods while suppose an extrama physical harmings for an extremol quantitier. Any request for a phange in service mathod must be materials in writing to the administration processing

21 Concern (Unif avoidable) Cupitaline's expressed concern that posted employees at the administrative Post Office, are note.

Employee counting is always a consum of modal managers. Produce imployees receive persons instructoris regionary analyses counting. We do not conducte our ariginates execution of their dyless in an unsureless and discounting in manager. This concern will be conveyed to the postmanur by the Manager. Post Office Operations.

Committee (UHF authority)

Qualitatives and first would make the operate effective and operating prevailed by the personnel of the Post Office.

House on

Courteeus and helpful service will be provided by personnel at the setmonorative Post Office and from the corner. Special passatures will be articiped on resolution

Corpen (Livingscrafter)

Contains suggested outsig management positions than the tap down maked of taking services every from summers.

The Portal Service organizations heavily? It dones is making some 5,000 aminimizative posture, in Absolution present of was bold interrupement amplication

24 Colosm (Unflemmatis)

Customers were consensed about having to travel to another Poul Office for service.

Beggente

Services provided at the Pool Office will be alrefable from the carrier, and customers will not have to have to exact to envire that Office for acrylin. Must transactions to not require meeting the narrar at the movers. Statings by Mail and Morey Order Approaches forms are exemples for supposer conseniance. Stamps are also another at many stores and gas statums where implication may already scop, order of units som, or by calling 1-605-STAMP-D4.

Curean (UnFactoritie).

26 Customers were concerned about boat officers Nettung local officers and service.

Contact assess to beneficial to many income organic and those who have special challenges because the same can provide Quillerry and renal services to readmins trustimoses or Destriction Bits Units. Explainment do not have to make a special trip to the Part Diffice for section. Special provisions are made for hardely plants or equally qualitative needs. To request an exception by historisp debugy, sustainers may contact the admirral abid postmenter for more information.

Section (Unif grandle):
Customers were sondemed about med security

Customers may also a bod on their melbooks. The madies, must have a visit large enough is accommissed the sustainar's normal daily mad vesione. The Postal barvice deserral span mathores which are solled and does not accept keys for this Map turned

Concern (Linfoverable):

Guinomers were demonsted about censuring accountable must and large parties.

If the quaterner have less than one trait mile train the long of travel. The sugreer will among delivery of accountable fairns and large persons to the sustainer's residence. If the manuality loves over one-balf mile away or is not become when delivery a origing particles on the substance is the marketic. Large parties will be left outside, the marketic or at a luminous designated by the controlled of substance of authorized by the controlled of the first outside. Alternated delivery stems will be taken look to the Pool Office. Controlled the parties of the face of the Pool Office or required relatively stems will be taken forced for the Pool Office.

Concarn (UnFavorable)

28. Containing were concerned about serial citizens and that a decelor has severly been made.

Corner service is heneficial to many service students and those who face special shallenges because the carrier has provide natively and relativestation contained to the face of the service is noticed in reduced to the face of the fac determination to close a year office is reviewd at the HG level. No president carrier state at a Vical or Sattle term)

26. Concern (Unif exercise). Customers were concerned about service organis.

Response

Currier service is beneficial to many senior citations and those who take special challenges because the carrier may provide delivery and retail services to make a special true to the Paul Office for service, Special provisions are made to hardeng cause or special materials made. To request an recognition for hardship delivery, relationary may contact the admirestrative polatriagies for more information.

30 Carsan (Unfavoroble) No Carsan

Hampores

Newpostal Concerns

The following composted concerns were expressed

Consum (No Operant)

Cognishers expressed preview for less of community stately.

Hesportes

A community's identity deduce from the emercal and visitify of its residents and their use of the name. The Postat Service is respirely to preserve learning before the continuing the continuity delta and EIP Crote or authorises.

2. Corner (No Operars) Customers questioned the economic savings of the proposed discontinuance.

Carrier service can be and, in the case, is more con-affective trun-hambarring a postal facility and a postnesser position. The Pound Service extension on retrial savings with the change.

Consent (No Operator)

Qualityment were consisted about the loss of a perhang place and an information parket.

Hermanne.

Resolvent may communic meet informally, according any among information at the other bosinesses, bituaries and partitioned in them.

Comem (UnFavorable)

Contented deprenant consumit for loop of contenuesty should;

A community a clarity derives from the interest and visitly of its header's and then use of its nume. The Postel Service is fellows to preserve community identity by continuing the use of the Community name and EF Close in addresses.

Circom (Vinflavorable)

Qualityres left the loss of a Print Office would have a determinate effect in the business community.

Suprements generally require regular and offective postal services, and there will always be provided to the community. Nince, The support and of services there has been no instruction that the Submana continuity has been elected offschool.

Guestianness responses received that customers will continue to use local businesses if the Post Office is Management.

Common (UnFavorable)

Customers were concerned about the loss of a pathering place and an information ocens.

Webberstein.

Manifolds may continue to must informally, according, and plure information of the other bubblecoses, of souther and



07/12/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record

VELPEN

Docket Number 1385797 - 47590

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

EDWARD SMITH District Manager

E. Lynn Smith

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

VELPEN, IN, 47500-9998

Office Nivres, 6	Parra, ZIP Code:	VELPEN, IN, 47500-9995	
AS Level		11	
Sistrict		GREATER INDIANA PFC	
South		Pho	
Congressional	District	eighth	
Proposal		Close Consc	efectific
	2011	was promoted	
Reason For Pr		Rural Route Service	
	ice Proposest:	FOR PEDALE SHOULD	
Post Office I		29	
		0	
Seneral Del			
Rural Route		278	
Highway Co	witact Route (HCR)	0	
City Roots:		0	
Intermediate	Romit	D	
Intermediate	HCR:	0	
Total mumb	er of customers:	307	
Date	Aution		
	Office suspended. Research suspended.		
	Suspension notice sent to Headquarters.		
01/03/2009	Postmaster vacancy occurred. Reason, w. DIC: Career: 1. Noncareer: 2. Other I	es promoted	
01/25/2011	Despit manager authorization to study.		
	Questionnaires sent to customers. Number	or sent 320 Number Helument 77	
02/24/2011	Analysis Favorable 14 Unfavorable 8 Petition received Number of signatures: 6		
03/17/2011	Concerns expressed	71.0	
	Congressional inquiry received: No.		
100-00000000000000000000000000000000000	Concerns expressed Proposal and checklid sent to district for	HOLDON A	
66/02/2011	Government Relations and Retail Operati	one notified by district 10 days before	the 60-day posting (PS Form 4920
05/92/2011	attached)		
05/02/2011	Proposal and invitation for comments pos	fest and round-dated.	
07/12/2011	Proposal and invitation for comments ren Comment Analysis: Favorable 0 Unfavorable 35 No Opini		
None	Pramuture PRC appeal received.		
	Citoosma expressed:	GOVE THE P.	
04/26/2011	Updated PS Form 4820 completed (if nec Certification of the official record	(649m))	
	District transmittee of official record to vice	president, Delivery and Ratal, and o	opy of transmittal letter to vide
	prevident, Area Operations		opy of transmittal letter to vide
	president, Area Operations Headquarters logged in official record (or	rtian entrys.	opy of transmittal setter to vide
	president, Area Operations Headquarters logged in official record (or Record returned to district for additional of Record returned as not warranted.	pton anthys. consideration.	opy of transmittal Settler to vide
	president, Area Operations Headquarters logged in official record (or Record returned to district for additional of Record returned as not warranted. Final determination posted at effected of	pton entry). consideration. tos(s) and round-dated.	opy of transmittal Setter to vide
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	president, Area Operations Headquarters logged in official record (or Record returned to district for additional or Record returned as not warranted. Final determination removed and record-Postal Buselin Post Office Change Annual No appeals letter received from Headquarter posts of PRC received. PRC opinion incerved on appeals. Afformed Removed Surveyded:	ption entity). consideration. ice(s) and round-dired. send. uncement form sent to Headquarters. viters. USPS Withdown:	opy of transmittal Settler to vide
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07/18/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS UNITED STATES POSTAL SERVICE 475 L'ENFANT PLAZA ROOM 5621 WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Velpen Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Judy Bays, Post Office Review Coordinator, at (317) 870-8594 or Cynthia Klaiber Manager Post Office Operations.

EDWARD SMITH

DISTRICT MANAGER

3939 VINCENNES ROAD

E. Lynn Smith

INDIANAPOLIS, IN 46298-9998

Enclosures:

One copy of record (http://hqcsopps.usps.gov/public/dis/4J/P1385797.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

ee: Vice President, GREAT LAKES Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the VELPEN was received by 08/04/2011.

Please contact the Headquarters coordinator at (916) 918-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700 WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

*Note: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

Concern:

The Postal Service is issuing the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of delivenes and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday, 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box or general delivery customers and 278 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 32 transaction(s) accounting for 30 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$19,373 (51 revenue units) in FY 2008; \$26,397 (69 revenue units) in FY 2009; and \$13,487 (35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service bours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45 -10:45 am on Saturday. There are 89 post office boxes available.

The proposal to close the Velpen Post Office was posted with an invitation for comment at the Velpen Post Office and Otwell Post Office from May 04, 2011 to July 05, 2011. The following additional concerns were received during the proposal posting period:

	Concern:	Customer concerned about the wording of the customer letter.
	Response:	The OIC (Officer In Charge) or AVPM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
2:	Concern:	Customer concerned about wording in customer letter.
	Response:	The OIC (Officer in Charge) or AVPM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
É	Concern:	Customer expressed a concern about irregular hours that the rural route serves the community.
	Response	Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Concern: Customer expressed a concern about the hours at the Post Office. Response: Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs. Customers asked why their Post Office was being discontinued while Concern: others were retained. Response: Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Customers concerned that statistical questions not answered at Concern: meeting. Response: All questions on the comment and questionnaires been addressed to Customers expressed concern for those customers with disabilities 8. Concern: who are not able to go to administrative Post Office to pick up their mail. Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. Customers expressed concern over the apparent lack of interest by the Concern: Postal Service for the needs of the community. Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Customers expressed concern that postal employees at the Concern: administrative Post Office are rude. Response: Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations. Customers said they would miss the special attention and assistance 11. Concern: provided by the personnel at the Post Office. Response: Courteous and helpful service will be provided by personnal at the administrative Post Office and from the carrier. Special assistance will be provided as needed. Customers suggested cutting management positions from the top down 12. Concern: instead of taking services away from customers.

They like the service the OIC gives to them. All management positions were trozen in anticipation of the Response: reorganization efforts. The employees at the Administrative office will continue to provide the best service possible. Customers were concerned about having to travel to another Post 15. Concern: Office for service and parking. Services provided at the Post Office will be available from the carrier, Response: and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. Customers were concerned about having to travel to another Post 16. Concern: Office for service and the parking. Services provided at the Post Office will be available from the carrier. Response: and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, or by calling 1-800-STAMP-24. Customers were concerned about having to travel to another Post 17. Concern: Office for service. Services provided at the Post Office will be available from the carrier. Response: and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. Customers were concerned about local citizens helping local citizens Concern: and seniors. Carrier service is beneficial to many senior citizens and those who Response: face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, oustomers may contact the administrative postmaster for more information 19. Concern: Customers were concerned about mail security. Customers may place a lock on their mailboxes. The mailbox must Response: have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Customers were concerned about obtaining accountable mail and 20. Concern: large parcels.

Response:

Response:

13. Concern:

14. Concern:

The Postal Service organizational "redesign" is aimed at cutting some

Customers were concered why the postmaster position was not filled.

Customers were concered why the postmaster position was not filled.

3,000 administrative positions, or almost 21 percent of the total

All management positions were frozen in anticipation of the

management employees.

reorganization afforts.

the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS. 21. Concern: Customers were concerned about obtaining services from the carrier. Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales. Customers were concerned about senior citizens and that a decision 22. Concern: has already been made. Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service, Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. The final determination to close a post office is reviwed at the HQ level. No desicions can be made at a local or district level. Concern: Customers were concerned about senior citizens. Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry: Concern: Customer concerned about lease on the building and improvements. Response: Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved. Customers asked why their post office was being discontinued while Concern: others were retained Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Concern: Customers expressed concern for loss of community identity Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to

Customers expressed concern over the apparent lack of interest by the

Postal Service for the needs of the community

Response:

Concern:

Response: The customer expressed a concern that the Postal Service exhibits a tack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Customers felt the route should emanate from Huntingburg because 5. Concern: that office is closer Response: The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted. Customers felt the route should emanate from Jasper Post Office Concern: because that office is closer Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers. Jasper is not closer for others. Concern: Customers were concerned about a change of address. Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Concern: Customers were concerned about a change of address: Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Concern: Customers were concerned about a change of address. Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted. 10. Concern: Customers were concerned about a change of address Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address. Customers were concerned about having to travel to another post. 11. Concern: office for service Response: The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to

another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order

Application forms are available for customer convenience.

Customers were concerned about obtaining accountable mail and 12. Concern: large parcels Response: The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away. or is not home when delivery is attempted, a notice will be left in the mallbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party. 13. Concern: Customers were concerned about senior citizens Responses The customer expressed a concern about senior citizens, Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. 14. Concern: Customers were concerned about senior citizens Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Customers were concerned about the changing the hours of operation 15. Concern: at the post office Response: The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office. 16. Concern: Customer concerned about the time of the meeting. Response: The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting. 17. Concern: Customer expressed a concern about package delivery and pickup Response: The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. 18. Concern: Customer expressed a concern about their 911 address Response: The customer expressed a concern about your 911 address, 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. Customer wanted to know how Velpen ranks in sales compared to Concern: other offices

Response: That information is not available. We are looking at a decline in mail volumes and don't see it coming back. Customers asked if the Velpen post office closes where would the 20. Concern: money go. Response: It will be a savings. Customers asked if we would be required to pay unemployment to the 21. Concern: current OIC. Response: POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment. 22. Concern: Customers asked when the file would be available for review. Response: It should be available at the Velpen post office in the next 6-8 weeks. and will be available for 60 days. 23. Concern: Customers asked why Ireland post office was not open Response: The POOM stated it was open all day with the exception of funch from 1-2 pm. Customers asked why their post office was being discontinued while Concern: others were retained and why some offices have been suspended for years and not officially closed. Response: The customer asked why the Velpen post office was being studied while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down. Concern: Customers concerned about how they will get their mail. Response: It was explained that we were there for thier input and the information. will be analyzed to determine if they will get rural route delivery or CBU's. Customers concerned about Velpen and Stendal post office getting 26. Concern: new parking lots/repairs. We should be saving the money. Response: We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies. 27. Concern: Customers expressed concern about having to erect a rural mailbox Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them. Concern: Customers expressed concern about misdelivered mail Response: The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

29. Concern:

Customers expressed concern that postal employees at the admin

office Post Office are rude

Response: The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations. Customers felt that there was not enough information presented and 30. Concern: questioned why we do not have the meeting after HQ makes it's. decision. Response: It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting. Customers questioned if we had a address for to write their 31. Concern: congressman. Response: We do not have that information, but it is readily available and the proposal will be available with information for your review. Customers questioned the economic savings of the proposed Concern: discontinuance Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings. 33. Concern: Customers questioned why we have not went to 5 day delivery. Response: We explained that has to be passed by congress and is still at the congress level. Customers questioned why we still have 80-90 year old people Concern: working, why don't we get rid of them. Response: We do not force retirement, if the employee is performing their required duties, they may choose to keep their job. Customers wanted to express that they really want to keep the post 35. Concern: office open. Response: We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file. 35. Concern: Customers wanted to know about how Velpen ranked with Otwall Response: Otwell has 510 deliveries and Velpen has 281 deliveries. Customers wanted to know how many boxes were available for rent at 37. Concern: Velpen. Response: The OIC stated there are about 66 available. Customers wanted to know how many other offices are being 38. Concern: considered Response: Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study. Customers wanted to know if they could save their post office if more Concern: boxes were rented. Response: It was explained that there are many variables that go into the study

significantly.

and just the PO boxes would probably not change the evaluation

Customers wanted to know if they get a CBU if they could have a 40. Concern: cover or awning Response: We have seen them in many different locations and ways. This will depend on where they are located. Customers wanted to know if Tona (OIC @ Velpen) will need to work 41. Concern: at Otwell due to increased workload Response: That has not been determined at this time. Customers wanted to know other ways the postal service is cutting Concern: cost and if employees get bonuses and pay raises. Response: POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs. Concern: Customers wanted to know where Velpen post office was ranked Response: It was advised that we do not use a ranking system. Customers wanted to make part of the file that Velpen does not have 44. Concern: internet services. Response: It will be noted in the file. Customers were concerned about later delivery of mail at Otwell PO 46 Concern: Boxes Response: Every office has a required PO box delivery time, it is usually at 9 or 10 am. So it should be the same. Customers were concerned about linking their PO box mail to Otwell Concern: because of two different zip codes. Response: It was explained that the PO Box can be linked to their new address for 12 months. Customers were concerned about mailing military packages and how 47 Concern: do they mail and weigh them Response: Explained how they can use USPS.com to get many of thier custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option. Customers were concerned about the limited hours of operation at the Concern: post office Response: The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Ofwell post office will provide at least the same number of window service hours as the post office. Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last 49. Concern: postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

	Response:	We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.
50,	Concern:	Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- is this why you are trying to take our route out of the office so you can close the doors?
	Response:	We are not trying to move your carrier, but if the office closes he will have to work out of another office.
51.	Concern:	There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.
	Response:	We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.
52.	Concern:	US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?
	Response:	We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.
53.	Concern:	When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?
	Response:	There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and

Some advantages of the proposal are:

 The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.

specifics.

I am sure anybody can apply for them, but we do not know the

- Customers opting for carrier service will have 24-hour access to their mail.
- Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
- CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
- 5. Customers opting for carrier service will not have to pay post office box fees.
- Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

 The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.

- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

IL EFFECT ON COMMUNITY

Velpen is an unincorporated community located in PIKE County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3806. The community is comprised of all listed above (mostly refirees/farmers)commuters and self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: See Item 13. See Item 13. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

	rip essarariai middat y	
1.	Concern:	Customers expressed concern for loss of community identity.
	Response:	A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
2.	Concern:	Customers felt the loss of a Post Office would have a detrimental effect on the business community.
	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
3,	Concern:	Customers questioned the economic savings of the proposed discontinuance.
	Response:	Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
4.	Concern:	Customers were concerned about the loss of a gathering place and an information center.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

Response:

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 46,890 with a breakdown as follows:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

+ \$.6,000
\$ 50,279 - \$ 3,389
\$ 46,890

A one-time expense of \$ 1800 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Velpen Post Office provided delivery and retail service to 29 PO Box or general delivery customers and 278 delivery route customers. The daily retail window transactions averaged 32. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$46,890 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Velpen Post Office and Otwell Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Velpen Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-000l. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Velpen Post Office and Otwell Post Office during normal office hours.

- Band Harr	08/10/2011	
Dean J Granholm Vice President of Delivery and Post Office Operations	Date	



08/19/2011

OFFICER-IN-CHARGE/POSTMASTER Velpen Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Velpen Post Office Final Determination Docket No. 1385797 - 47590

Please post in the lobby the enclosed final determination to close the Velpen Post Office. The final determination must be posted in a prominent place from 08/19/2011 through close of business on 09/20/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/21/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (317) 870-8594,

Sincerely,

JUDY BAYS

POST OFFICE REVIEW COORDINATOR

3939 VINCENNES ROAD

INDIANAPOLIS, IN 46298-9998

hun Nhr. 48 Page Mhr. 2

Enclosures:

Final Determination Official Record



09/01/2011

DISTRICT MANAGER GREATER INDIANA PFC 3939 VINCENNES ROAD INDIANAPOLIS, IN, 46298-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the VELPEN, 47590-9998 Docket No. 1385797 - 47590

This is to advise you that an appeal to the final determination to discontinue the VELPEN has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero Manager Field Performance West

CC

Vice President, Area Operations GREAT LAKES Area Government Relations and Public Policy

Postal Regulatory Commission Submitted 8/31/2011 2:41:46 PM Filing ID: 75256 Accepted 8/31/2011

Docket No. A2011-59

Postal Regulatory Commission

Washington, D.C. 20268-0001

NOTICE OF FILING UNDER 39 U.S.C. § 404(d)

TO THE UNITED STATES POSTAL SERVICE:

Please take notice that on August 30, 2011, the Commission received a petition for review of the Postal Service's determination to close the Velpen post office located in Velpen, Indiana. The petition for review was filed by Karen Brown (Petitioner) and is postmarked August 20, 2011.

This notice is advisory only and is being furnished so that the Postal Service may begin assembling the administrative record in advance of any formal appeal proceedings held upon the alleged (closing/consolidation) for transmittal pursuant to 39 CFR § 3001.113(a) (requiring the filing of the record within 15 days of the filing with the Commission of a petition for review). The Postal Service's administrative record is due no later than September 14, 2011.

Shoshana M. Grove Secretary

Secretar

Date: August 31, 2011

Attachment

a terrible musting. The souly have this one husings in suctions large that receive much reduction and assessed through the mail will made to stoppen with the mail is blowned preventing mail but thefter the law our first. The red the whoman sous such much house prous Is the this may consum Exprise the sich to get our operations arravial shall their response was Rat will there is he messeered by thome office. quel like you sunding those women here to "Holl a most In riguesde to sur meeting to price our opins of his In fact when our veling pack michies was aska quishing a puch who feel and was a held you were supported and was a necleic thready on regarded, to Educing sur Refren Hat & Have, I feel this.

Agent for Valgier hor Office

FREEWARD

AAUG 2 5 20H



FINAL DETERMINATION TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

3.

Concern:

Response:

Concern:

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009, Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday, 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box or general delivery customers and 278 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mall, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retall window averaged 32 transaction(s) accounting for 30 minute(s) of retail workload dally. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$19,373 (51 revenue units) in FY 2008; \$26,397 (69 revenue units) in FY 2009; and \$13,487 (35 revenue units) in FY 2010. There were one permit mailer(s) or postage mater customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers, 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45-10:45 am on Saturday, There are 69 post office boxes available.

The proposal to close the Velpen Post Office was posted with an Invitation for comment at the Velpen Post Office and Otwell Post Office from May 04, 2011 to July 05, 2011. The following additional concerns were received during the proposal posting period:

1. Concern:

Customer concerned about the wording of the customer letter.

Response:

The OIC (Officer in Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

Concern:

Customer concerned about wording in customer letter.

The OIC (Officer in Charge) or A\PM (Acting Postmaster) has the

The OIC (Officer in Charge) or ANM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

Customer expressed a concern about Irregular hours that the rural route serves the community.

Carriers strive to provide service at approximately the same time on a daily basis, however mall volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his hom, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

Customer expressed a concern about package delivery and pickup.

Response:

Concern: Response: should sufficiently meet customer needs. Concern: others were retained. Response: alternate means. Concern: meeting. Response: 8. Concern: Response: Concern: Postal Service for the needs of the community. Response: 10. Concern: administrative Post Office are rude. Response: 11. Concern: provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Response: be provided as needed. Concern: instead of taking services away from customers.

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

Customer expressed a concern about the hours at the Post Office.

Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours

Customers asked why their Post Office was being discontinued while

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by

Customers concerned that statistical questions not answered at

All questions on the comment and questionnaires been addressed to

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. in hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

Customers expressed concern over the apparent lack of interest by the

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Customers expressed concern that postal employees at the

Employee courtesy is always a concern of postal managers, Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

Customers said they would miss the special attention and assistance

administrative Post Office and from the carrier. Special assistance will

Customers suggested cutting management positions from the top down

The Postal Service organizational "redesign" is simed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

Response:

13.	Concern:	Customers were concered why the postmaster position was not filled.
	Response:	All management positions were frozen in anticipation of the reorganization efforts.
14.	Concern:	Customers were concered why the postmaster position was not filled. They like the service the OIC gives to them.
	Response:	All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.
15,	Concern:	Customers were concerned about having to travel to another Post Office for service and parking.
	Response:	Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
18.	Concern:	Customers were concerned about having to travel to another Post Office for service and the parking.
	Response:	Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, or by calling 1-800-STAMP-24.
17.	Concern:	Customers were concerned about having to travel to another Post Office for service.
	Response:	Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
18.	Concern:	Customers were concerned about local citizens helping local citizens and seniors.
	Response:	Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mallboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
19.	Concern:	Customers were concerned about mail security,
	Response:	Customers may place a lock on their maliboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mali volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
20.	Concern:	Customers were concerned about obtaining accountable mail and large parcels.

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mallbox. Large parcels will be left outside the mallbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mallbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

21. Concern:

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

22. Concern:

Customers were concerned about senior citizens and that a decision has already been made.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. The final determination to close a post office is revived at the HQ level. No desicions can be made at a local or district level.

23. Concern:

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.

Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. Concern:

Customer concerned about lease on the building and improvements.

Response:

Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.

2. Concern:

Customers asked why their post office was being discontinued while others were retained

Response:

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

3. Concern:

Customers expressed concern for loss of community identity

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. Concern:

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response: The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Customers felt the route should emanate from Huntingburg because 5. Concern: that office is closer Response: The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg, it is likely only the customers without delivery will be impacted. Customers felt the route should emanate from Jasper Post Office 6. Concern: because that office is closer Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jesper is not closer for others. 7. Concern: Customers were concerned about a change of address Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change, 8. Concern: Customers were concerned about a change of address Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. 9. Concern: Customers were concerned about a change of address Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted. 10. Concern: Customers were concerned about a change of address Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mall will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address. Customers were concerned about having to travel to another post 11. Concern: office for service Response: The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be

available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order

Application forms are available for customer convenience.

12	Concern:	Customers were concerned about obtaining accountable mail and large parcels
	Response:	The customer expressed a concern about obtaining accountable mall and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mallbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
13,	Concern;	Customers were concerned about senior citizens
	Response:	The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
14.	Concern:	Customers were concerned about senior citizens
	Response:	The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
15.	Concern:	Customers were concerned about the changing the hours of operation at the post office
	Response:	The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.
16.	Concern:	Customer concerned about the time of the meeting.
	Response;	The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow schaduling. There are questionnaires enclosed for those that can not attend the meeting.
17,	Concern:	Customer expressed a concern about package delivery and pickup
	Response;	The customer expressed a concern about package delivery and plokup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
18.	Concern:	Customer expressed a concern about their 911 address
	Response:	The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
19.	Concern:	Customer wanted to know how Velpen ranks in sales compared to other offices

Concern:

That information is not available. We are looking at a decline in mail Response: volumes and don't see it coming back. Customers asked if the Velpen post office closes where would the 20. Concern: money go. It will be a savings. Response: Customers asked if we would be required to pay unemployment to the 21. Concern: POOM explained that there are openings for PMR's all across the Response: district and it was up to her and her ambition if she would like to take another assignment. Customers asked when the file would be available for review. 22. Concern: It should be available at the Veipen post office in the next 8-8 weeks Response: and will be available for 60 days. Customers asked why Ireland post office was not open 23. Concern: The POOM stated it was open all day with the exception of lunch from Response: 1-2 pm. Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for Concern: years and not officially closed. The customer asked why the Velpen post office was being studied Response: while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down. Customers concerned about how they will get their mail 25. Concern: It was explained that we were there for thier input and the information Response: will be analyzed to determine if they will get rural route delivery or CBU's. Customers concerned about Velpen and Stendal post office getting Concern: new parking lots/repairs. We should be saving the money. We will look into and advise facilities of the new studies. Money is Response: allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies. Customers expressed concern about having to erect a rural malibox 27. Concern: The customer expressed concern about having to erect a rural Response: mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural maliboxes and then it would be up to the customer to maintain them. Customers expressed concern about misdelivered mail 28. Concern: The customer expressed a concern about misdelivered mail. The Response: concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

Customers expressed concern that postal employees at the admin

office Post Office are rude

Response: The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations. Concern: Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision. Response: It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much 31. Concern: Customers questioned if we had a address for to write their Response: We do not have that information, but it is readily available and the proposal will be available with information for your review. 32. Concern: Customers questioned the economic savings of the proposed discontinuance Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings. Concern: Customers questioned why we have not went to 5 day delivery. Response: We explained that has to be passed by congress and is still at the 34. Concern: Customers questioned why we still have 80-90 year old people working, why don't we get rid of them. Response: We do not force retirement, if the employee is performing their required duties, they may choose to keep their job. 35. Concern: Customers wanted to express that they really want to keep the post office open. Response: We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure It is put in the official file. 36. Concern: Customers wanted to know about how Velpen ranked with Otwell Response: Otwell has 510 deliveries and Velpen has 281 deliveries. 37. Customers wanted to know how many boxes were available for rent at Concern: Velpen Response: The OIC stated there are about 66 available. Customers wanted to know how many other offices are being Concern: considered Response: Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study. Customers wanted to know if they could save their post office if more 39. Concern: boxes were rented. Response: It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation

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40:	Concern:	Customers wanted to know if they get a CBU if they could have a cover or awning
	Reaponae:	We have seen them in many different locations and ways. This will depend on where they are located.
41.	Concern:	Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload
	Response:	That has not been determined at this time.
42.	Concern:	Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises,
	Response:	POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost energy saving vehicles, energy reducing programs, recycling and cutting jobs.
43.	Concern:	Customers wanted to know where Velpen post office was ranked
	Reaponse:	It was advised that we do not use a ranking system.
44,	Concern:	Customers wanted to make part of the file that Velpen does not have internet services.
	Response:	It will be noted in the file.
45,	Concern:	Customers were concerned about later delivery of mail at Otwell PO Boxes
	Response:	Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.
46.	Concern:	Customers were concerned about linking their PO box mail to Otwell because of two different zip codes,
	Response:	It was explained that the PO Box can be linked to their new address for 12 months.
47.	Concern:	Customers were concerned about mailing military packages and how do they mail and weigh them
	Response:	Explained how they can use USPS.com to get many of thier custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.
48.	Concern:	Customers were concerned about the limited hours of operation at the post office
	Response:	The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliverles and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.
49.	Concern:	Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

p. 1

We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- is this why you are trying to take our route out of the office so you can close the

We are not trying to move your carrier, but if the office closes he will

There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OfC's and postmasters when the two main

We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a

We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment

There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and am sure anybody can apply for them, but we do not know the specifics.

Some advantages of the proposal are:

- The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience. 2. Customers opting for carrier service will have 24-hour access to their mail.
- 3,
- Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers. 4. customers.
- CBUs can offer the security of individually locked mall compartments. Parcel lockers provide convenient parcel delivery for 5.
- Customers opting for carrier service will not have to pay post office box fees.
- Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.

Concern:

Response:

Concern:

Response:

Concern:

Response:

53. Concern:

Response:

- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route address
 will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Velpen is an unincorporated community located in PIKE County. The community is administered politically by Township Board 812-354-2230, Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3806. The community is comprised of all listed above (mostly retirees/farmers)commuters and self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations Include: See Item 13, See Item 13. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1,	Concern;	Customers expressed concern for loss of community identity.
	Response:	A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
2.	Concern:	Customers felt the loss of a Post Office would have a detrimental effect on the business community.
	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
3.	Concern:	Customers questioned the economic savings of the proposed discontinuance.
	Response:	Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
4,	Concern:	Customers were concerned about the loss of a gathering place and an information center.
	Response:	Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 45,890 with a breakdown as follows:

 Annual Lease Costs
 + \$ 6.000

 Total Annual Costs
 \$ 50,279

 Less Annual Cost of Replacement Service
 - \$ 3,389

 Total Annual Savings
 \$ 46,890

A one-time expense of \$ 1800 will be incurred for the movement of this facility,

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs),

The postmaster was promoted on January 03, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Velpen Post Office provided delivery and retail service to 29 PO Box or general delivery customers and 278 delivery route customers. The daily retail window transactions averaged 32. There are one permit mallers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$46,890 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Velpen Post Office and Otwell Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Velpen Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-000l. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Velpen Post Office and Otwell Post Office during normal office hours.

Bustage	08/10/2011	
Dean J Granholm Vice President of Delivery and Post Office Operations	Date	